



INTERNAL VACANCY

Position: ABSA Service Desk Administrator / Coordinator

Vacancy Status: Open

Reference Number: 29_2025

SUMMARY OF POSITION

This role involves a great deal of multitasking. They will work with teams, oversee the operations within the Company, manage groups, coordinate with management, and engage in planning according to the needs of the Company. He/She is responsible for ensuring that all projects are completed on time, within budget, and meet high quality standards. They are also responsible for keeping the project organised and running smoothly, they gather information and act as the point of contact for all involved in the project, and co-ordinate the work throughout the lifecycle of the project.

- **Location:** Head Office – Cape Town
- **Line Manager:** Key Account Manager
- **Status:** Permanent
- **Educational Requirements:** Minimum of Grade 12 or equivalent

ROLES & RESPONSIBILITIES

Logging and Updating of Jobs (Service Now and Acumatica).

- Logs jobs on Acumatica
- Saves Job Packages on the System (Service Now and Acumatica).
- Tracking and updating all jobs that have been logged on the System (Service Now and Acumatica).
- Schedules jobs to the relevant Branches.
- Assist Absa service desk team with Incident (maintenance) and requests (BAU) when required.

Sales and Quotes

- Compile and submit quotes for Clients.
- Job Costing
- Arranges required resources for a project.

Project Coordination

- Read and interpret Building Floor Plans (this includes wiring specifications for relevant cabling systems)
- Co-ordinates procurement, project planning, resource scheduling, and client correspondence.
- Tracks and monitors all Projects.
- Organise and monitor schedules to ensure that deadlines are met.
- Co-ordinates client handover and the compilation of handover documentation.
- Ensures that installation standards are adhered to, including plans, test results, photos, and certification with OEM.

Client Relations

- Assists Clients with quotes
- Solving account queries
- Attending to all Clients' problems and requirements
- Liaises with Clients regarding installation dates.
- Follows up with Clients regarding Jobs and Orders.

Any other reasonable duties and responsibilities in line with your capabilities and at the request of your Superior

CONNECTING BUSINESS TO PURPOSE

ASI Connect ICS (Pty) Ltd | Reg No: 2004/010506/07

BRANCHES: Midrand, Cape Town, Durban, East London, Kathu, Middelburg, Port Elizabeth, Richards Bay, Rustenburg, Secunda, Vereeniging.

DIRECTORS: MJ Monakali, C Booysen, HM de Vries and A Govender (Non-Executive)

JOB REQUIREMENTS

- Must have a minimum of Grade 12 or equivalent
- Previous experience as a co-ordinator will be beneficial
- Must have extensive knowledge of MS Office
- Experience of Acumatica would be an advantage
- Must have excellent verbal and written communication skills.
- A valid Driver's License and own transport

BEHAVIOURAL REQUIREMENTS

- Must be able to work independently as well as in a team
- Must be able to adapt new strategies to react to changing business trends
- Must have excellent organisational, planning, multitasking, and administrative skills
- Must have exceptional attention to detail, be results, detail and goal orientated
- Must be logical, methodical, and proficient
- Must be able to prioritise jobs, perform under pressure, and meet deadlines
- Must be able to manage time efficiently and effectively
- Must consistently maintain a high level of integrity, be honest and reliable
- Must be willing to take on new responsibilities and challenges
- Must always have exceptional Customer service skills and display professionalism
- Must be always dressed professionally
- Must conduct him/herself in the appropriate manner and show respect towards the Company, Clients, Suppliers, Contractors, and fellow employees
- Must have excellent interpersonal and communication skills

Should you express interest in applying for this internal vacancy, please get prior approval from your Line Manager. Please forward a comprehensive curriculum vitae to recruit@interconnect.co.za clearly quoting the vacancy title and vacancy reference number. The closing date for this vacancy is the 26 September 2025. For any enquiry with regard to this vacancy, please contact the Human Capital Team at hr@asiconnect.co.za

Should you not receive any correspondence within 2 weeks of the closing date, please consider your application unsuccessful. Shortlisted candidates will be contacted prior to the interview date and be informed of all the documentation they will have to forward or bring with to the interview.

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