

### JOB DESCRIPTION – Business Support Co-ordinator

Reference number	DBNBSCO
Department	Business Support
Region	Durban
Physical address	No1 The Crescent, Westway Office Park, Westville, Durban, 3629
Recruiter	Andrew Jay
Closing date	2011/11/11

#### MINIMUM REQUIREMENTS

- Matric or equivalent with at least 1 to 2 years corporate working experience
- Good command of both spoken and written English
- Computer literacy essential
- 3 to 4 years working experience in this specific field of Telecoms

#### ADDITIONAL REQUIREMENTS

- Highly motivated
- Telecommunications experience and PABX knowledge an advantage
- VOIP knowledge will be advantageous
- Excellent problem solving ability
- Service driven
- Honest & reliable
- Excellent telephone manner
- Ability to prioritise, multitask and work well under pressure

#### JOB DESCRIPTION

- Installations
- Co-ordinate maintenance & installation of all Least Cost Routing and ISDN sites
- Co-ordinate Technicians' diaries
- Trouble shooting / fault finding – remotely
- Administration – input into Hive / Excel work planner / HELP (logging portal)
- Communication - In-house & external