

# Service Controller – Itec Cape Town

VACANCY

## Duties will include but not limited to:

- Efficient and productive planning and utilization of technical resources to ensure technical breakdowns and problems are resolved within agreed SLA. Ensure a quality customer experience
- Manage all Corporate client's internal portal service and consumables requests for our office automation product range on our CRM system.
- Liaise with national service branches to facilitate service delivery to Corporate clients' stores.
- Manage internal communication for first line support with our technical team – for both hardware and software requests.
- Quote for all additional work to be done outside SLA and anything chargeable.
- Quantify the problems experienced by the client by asking the relevant questions.
- Update the client timeously on their portal with regards to ETAs on spares, quotes and technical resource availability.
- Manage the turnaround time for call resolution within the clients SLA targets.
- Attend monthly SLA meetings with the client, reporting on monthly service stats, etc.
- Serve as the back-up service controller for our Itec Customer base when required.

## Candidate Requirements:

### Qualifications:

- Matric certificate
- Proficient in MS Office.
- Knowledge and/or experience with Microsoft Business Central will be an advantage.

### Work Experience & Skills:

- Minimum two years general administration experience.
- Minimum two years customer service experience.
- Experience within the ICT environment is a non-negotiable.



Application closing date:  
**31 March 2026**



Kindly send detailed CV's to  
[careers@itecgroup.co.za](mailto:careers@itecgroup.co.za)