



TECH SUPPORT SPECIALIST

Location: Potchefstroom or Paarl/ Wellington (Hybrid Work Schedule)

Position Type: Full-Time

Salary: R13 000 – R15 000 per month (ctc)

About Us: Mosaic Tech is a technology solutions provider, dedicated to delivering exceptional support and services to our valued clients. We are seeking a talented and dedicated Tech Support Specialist to join our team.

Key Responsibilities:

Remote Tech Support:

- Delivering timely and accurate responses to support tickets.
- Remote Server Administration:
- Performing administrative tasks on remote servers and providing accurate documentation on the work done.
- Maintain a professional relationship with our clients in the USA.

On-Site Tech Support:

- Be ready to assist users with basic hardware and software issues.
- Occasionally perform hardware installations and maintenance.

Software Testing:

- Develop and execute test plans to ensure software products meet high-quality standards.
- Work closely with our development team to identify and resolve testing issues.
- Participate in code reviews to ensure code quality (optional/nice to have skill).
- Stay up-to-date with the latest testing tools and techniques.

After-Hours Standby:

- Be available to report on server status incidents while on standby (2 weeks on, 2 weeks off).

Qualities / Requirements:

- Proficiency in remote support tools and techniques.
- Excellent troubleshooting and problem-solving skills.
- Strong communication and customer service skills.
- Attention to detail.
- Certifications such as CompTIA A+, Network+, or Microsoft Certified IT Professional (MCITP) are a plus.
- Experience in software development testing is a plus.



What We Offer:

- Competitive salary and benefits package.
- Opportunities for professional development and growth.
- A dynamic and supportive work environment.

How to Apply:

If you're passionate about technology, excel in troubleshooting, and enjoy working remotely and on-site, we want to hear from you, please submit your CV to carien@mosaiccsa.org by COB 27 October 2023. We look forward to welcoming a new team member who shares our passion for technology and dedication to exceptional service.