



Vacancy: Sage Consultant

Company Overview:

Siyanda is committed to delivering exceptional software and business process support to our clients. As part of the Siyanda family, the Sage Consultant plays a critical role in ensuring client satisfaction and representing our brand values.

Job Purpose:

The Sage Consultant provides ongoing support for Sage 300 and related software, ensuring client satisfaction through professional service delivery. This role requires frequent travel to clients' sites, involving software installation, configuration, and continuous support. A private vehicle is essential for this position.

Key Responsibilities:

Customer Experience

- Provide timely and professional support to clients, addressing their needs and concerns with respect and innovation.
- Manage service level agreements (SLAs) in accordance with company guidelines.

Operational Excellence

- Complete and maintain detailed job cards and ensure they are updated in the CRM daily.
- Monitor and address support tickets logged in the CRM system.
- Strive to achieve support targets and maintain cost control on office expenditure.

Health and Security

- Adhere to security protocols and ensure safety standards are met on client premises.

Personal Development

- Take ownership of personal and professional growth, utilizing training opportunities provided.

Communication and Reporting

- Communicate effectively with supervisors and colleagues, providing regular updates on job status and client interactions.
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Minimum Qualifications and Experience:

Required:

- Grade 12 certificate.
- Valid driver's license.
- Minimum of 2 years' experience in a client-facing role within a software or hardware support environment.
- Legal eligibility to work in Namibia.

Preferred:

- Experience in software support, specifically Sage 300.
 - Knowledge or experience in general accounting practices.
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Key Competencies:

Knowledge and Skills:

- Strong understanding of Sage 300 software and related technologies.
- Ability to identify and implement innovative client solutions.
- Attention to detail and accuracy in completing tasks.

Problem-Solving and Consulting:

- Diagnose and resolve technical issues efficiently.
- Escalate complex problems as needed.

- Support clients with actionable advice tailored to their needs.

Self-Management and Development:

- Manage time and responsibilities effectively.
- Display a willingness to learn and adapt to various situations.

Values and Teamwork:

- Uphold the company's values, including respect, ethics, innovation, and passion.
 - Work collaboratively with colleagues to achieve shared goals.
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Work Environment:

This is a dynamic, client-focused role requiring regular travel to client sites. The incumbent will operate in a fast-paced environment, balancing technical expertise with excellent customer service skills.

How to Apply:

If you meet the requirements for this role and are ready to contribute to the success of our company, please apply through our recruitment portal at www.jobopportunities.net. Ensure your application includes a detailed cover letter, a comprehensive CV, and any relevant certifications.

Closing date: 19 December 2024.