



*The National Credit Regulator (NCR) was established as the regulator under the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, i.e. credit providers, credit bureau, alternative dispute resolution agents, payment distribution agents and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the NCR to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities. The NCR invites applications from suitable candidates for the following position*

## **ICT CISCO Call Centre Consultant**

### **Salary: R435 per hour**

#### **Requirements:**

The candidate must have a 3 year degree or equivalent in Computer Science/Information Systems/Information Technology and CISCO qualifications – in relations to Call Centre or VOIP implementation, maintenance and support, CISCO certified engineer (VOIP/Telephony certified).

The candidate must have **3-5** years' experience in maintaining and support of the CISCO Telephony or VOIP system.

#### **Duties:**

- End user training on CISCO call centre system and usage.
- Call Centre Server maintenance and support.
- Call routing and troubleshooting
- Telephones support and supporting all applications relating to the NCR telephone system.
- Call Centre statistics maintenance and support.
- Call centre calls recoding where necessary
- Report on technical problems of the call centre system on time
- Escalation of issues pertaining to the call centre errors and malfunction
- Resolve calls on time in liaison with the users in question
- Be able to advise on faulty parts for replacement
- Provide onsite support once a week 8 hours every Wednesday and 4 to 5 times a month

#### **Knowledge:**

- CISCO Telephony systems
- CISCO Telephony licenses
- CISCO VOIP
- CISCO Jabber functionality
- Knowledge of BE7000 call centre system and its integration with routers, switches and firewall
- Integration of telephones to remote calling applications
- Cisco telephony installation and configurations
- CISCO telephony pin usage and extension creation, allocation, migration
- CISCO telephony default accounts
- CISCO call centre service pack installation, and updates implementation
- CISCO telephony protocols enabling and disabling
- Ensure security implementation within the Call Centre system.
- Ensure 99% uptime of the call centre system.
- Eliminate duplication of extensions creation and allocation

#### **Skills:**

- Problem Solving
- Troubleshooting
- Analytical
- Decision-making
- Computer skills

**Closing date: 21 December 2021**

Ref No:

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: [bgeldenhuis@ncr.org.za](mailto:bgeldenhuis@ncr.org.za)

Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment. As per the NCR Employment equity plan female candidates will be given a preference.

*Candidates who previously applied for the position are encouraged to reapply. N/A*

