



JOB DETAILS		
JOB TITLE	:	Helpdesk Support Intern
REPORTS TO	:	User Support Consultant
DIVISION	:	Capability Development and Support
LOCATION	:	Gauteng
CONTRACT TYPE	:	1 Year Fixed Term Contract with youth@WORK – Seconded to NLF
START DATE	:	1 July 2024
SALARY	:	R4782 per month (SETA aligned stipend)

## OVERVIEW & PURPOSE

New Leaders Foundation (NLF) is a mission driven advisory and implementation organisation specialising in education. It focuses on insights and systemic interventions that leverage data, tech enabled solutions and capability building to unlock excellence in education. It is a dynamic organisation that attracts and develops leaders who are committed to the transformation of education. Its clients include government, not for profit organisations, funders, and corporate social investors. The Data Driven Districts (DDD) Programme is currently NLF's flagship programme. The programme has been led by the Michael Susan Dell Foundation in partnership with the Department of Basic Education. The aim of the programme is to improve learner outcomes by improving the way key educational data is collected and used by officials in the education system to support schools and teachers more effectively NLF seeks a driven individual who is passionate about education to join its Capability Development and Support stream. The candidate should have strong verbal and written communication skills. The core purpose of this role is to provide support to the Capability Development and Support stream and to ensure that users are able to access and use the Data Driven dashboard effectively.

## KEY RESPONSIBILITIES

- **Helpdesk Support:** Use Helpdesk to enhance DDD Dashboard user experience, address and resolve user queries in real time and improves Dashboard usage
- **DDD User and product knowledge:** Identify and report on user insights and trends, and deepen product knowledge
- **Develop DDD User Support content for handover:** Prepare and develop DDD user support content in the form of tips, videos and scripts
- **Cross functional support:** Provide support to other cross-functional streams to contribute towards the develop the DDD Programme or firm building requirements

## MINIMUM EDUCATION AND EXPERIENCE

- Demonstrated interest in customer service
- Basic to intermediate proficiency in Microsoft Excel
- Familiarity with Microsoft Excel, PowerPoint, Word, and Outlook



### CORE COMPETENCIES & SKILLS

- Attention to detail
- Good verbal and oral communication skills
- Able to articulate outcomes easily
- Proactive approach in solving problems and issues
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook.
- Proficient at designing PowerPoint Presentations.
- Good organizational, planning and coordination skills
- Ability to multi-task and re-prioritise as needed
- Independent and proactive approach to new tasks
- Proficient in trouble shooting computer systems and applications
- Willingness to learn new technologies and adapt to changing support needs
- Collaborative mindset and willing to support colleagues when necessary

### WORKING CONDITIONS

- This role is based in Parktown, Gauteng.
- NLF will host the Helpdesk Support Intern as part of the youth@WORK programme.
- The Helpdesk Support Intern will be required to comply with all youth@WORK requirements.
- Hybrid working environment.

### ADDITIONAL INFORMATION

- The Helpdesk Support Intern position is designated for an Employment Equity (EE) candidate.
- Applicants must not have participated in a YES Programme before.
- Applicants must possess valid identification.
- If you are interested in this role send your CV to [anja@newleaders.co.za](mailto:anja@newleaders.co.za)
- Applications close on the 14th of June 2024. If you do not hear from us by the 24th of June 2024, please consider your application unsuccessful.