



We are hiring!
Job description:



Job title	Application Support Agent
Physical location of position	Olivedale, Johannesburg
Position of reporting manager	Head of Technical Operations
Equal opportunity employer	Smoke ^{CI} is an equal opportunity employer and is committed to diversity and inclusion in the workplace. We encourage applications from all qualified individuals regardless of race, ethnicity, religion, gender, sexual orientation, age, or disability.
Company Culture	Our culture is a defining characteristic of who we are. It is in our DNA and determines how we engage with each other and our clients. It guides, motivates, and inspires us and facilitates in creating a fun, happy and rewarding work environment. It is thus extremely important that everyone fully understands, embodies, and lives by our values. These values are detailed in our Mantras.
Purpose of the job	The Client Application Support Agent is responsible for providing timely and effective support to clients using Smoke^{CI} products. This includes gathering information on incidents, identifying root causes, and delivering solutions within defined SLAs. You will manage incoming support requests with care, escalate where needed, and ensure every interaction meets a consistently high standard. The role also includes performing Internal IT, including device setup and configuration, access provisioning and revocation, equipment audits and maintenance, and prompt troubleshooting for staff. You will also support UAT and work closely with the Development, Infrastructure, and Professional Services teams

	to ensure product stability and continuous improvement. Maintain clear documentation, follow monitoring schedules, and share knowledge with the wider team.
Salary & Benefits	Market-related TCTC per month – Based on skill and qualification of candidate • Financial Benefits: Funeral, Death and Disability Policy (Group Life Policy) • Other Benefits: ○ 15 Days annual leave per annum ○ Some leave days may be “gifted” from the Company to you during our annual shut-down over the December – January period ○ Company social committee managed by the staff to decide how we do social events and team building – driving our amazing Company Culture ○ Flexible weekly working hours ○ Super close-knit professional team that looks after each other! We are big supporters of individual growth and learning and this is something we incorporate into the business constantly. We have budgets to help with studies, Personal Development Plans (PDPs) to ensure mentorship and coaching, as well as processes to expose you to new technologies.
Job responsibilities	Ticket handling - Engage with clients to resolve and manage tickets logged with the Smoke^{CI} ticketing system. Monitoring and Defect Management - Proactively monitor client instances to ensure instance stability, distributions, and responses. Asset and Internal IT Management – Manage devices and access, maintain the asset register and warranty lifecycle, keep office IT operational through routine checks and timely troubleshooting. Documentation and Knowledge Management - Contribute to standardised templates and documentation for survey set up, data setup, monitoring, QA, testing and data preparation according to best practice and documented standards.

	Eyerys User Acceptance Testing – Conduct post upgrade quality assurance to ensure product readiness. Product Knowledge - Develop deep knowledge of the Eyerys platform from both a user and technical support perspective, enabling effective Tier 1 issue resolution and support. Cross-team Collaboration - Participate in regular engagements with Smoke^{CI} stakeholders to ensure interdepartmental collaboration and communication.
Competencies	Technical • SLA-based ticket handling, triage and prioritisation, queue hygiene, escalation paths. • Troubleshooting across web apps, browsers, APIs and data flows, root-cause analysis, clear repro steps. • Monitoring and defect management, log reading, bug creation with evidence. • UAT and QA, test cases, acceptance criteria, basic regression, sign-off readiness. • Internal IT device setup/troubleshooting for Windows and macOS. Networking basics, Wi-Fi and VPN troubleshooting. • Data literacy, Excel and CSV handling, basic SQL, Bash fundamentals and JSON for checks and investigations. • Security and privacy awareness, safe data handling, POPIA and GDPR context. • Detail and quality mindset, test what you change, evidence on record. Collaboration and Communication • Client communication, empathy, plain-language explanations, expectation setting. • Cross-team collaboration with Development, Infrastructure and Professional Services for product stability. • Stakeholder updates, concise status reports, clear handovers. Tools • Ticketing platforms such as JIRA Service Management and Freshdesk. • Documentation tooling such as Confluence or SharePoint

Experience & knowledge required	• Proven ability to deliver in a high-pressure environment. • Experience using a ticketing system (essential) • Expertise in computing skills, specifically Microsoft Word, Excel, and PowerPoint (essential) • Client-facing interactions in various capacities, such as during project set up and support (essential) • Experience in conducting technical troubleshooting (essential). • Excellent numeric capability and analytical skills (essential) • MySQL – Query language understanding (advantageous) • HTML & CSS – Basic language understanding (advantageous) • Linux – Basic CLI language understanding (advantageous) • JSON - Basic understanding (advantageous) • Experience in setting-up / configuring and /or using survey software /survey platform (advantageous)
Minimum qualification	• Matric or related NQF level (4) • Formal tertiary qualification in IT or related field is advantageous but not required. • Certifications such as SQL, HTML, CSS, JSON or Linux are advantageous. • Equivalent experience in lieu of formal qualifications are fully acceptable.