

Role: Application Support Apprentice

Industry Type: IT Services and Consulting

Experience: 0 – 1 year

Employment Type: Full time, 1-year contract with an opportunity for full-time employment

Location: South Africa

Role Summary:

iWMS South Africa, located in Johannesburg and KwaZulu-Natal, is looking for IT apprentices, passionate about computer programming and problem-solving. This position is a 1-year contract for aspiring IT professionals looking to accelerate their skills, experience, and future. Apprentices will have the opportunity to acquire first-line support skills by directly engaging with customers, as well as develop their skills and knowledge through mentorship, training, and exposure to exciting projects and customers worldwide. The programme will provide individuals with experience using MS SQL /Körber Supply Chain software suite and MS Office tools. As part of this 1-year programme, apprentices will also be provided with a paid 2-month training programme on Körber Supply Chain software. If your 1-year apprenticeship is deemed successful, a full-time position on the Operational team will be offered.

Location:

As this is a remote role, we will consider applicants from all over South Africa as you will be comfortably set up to work from anywhere in the country. However, in-office working is available to applicants as needed.

Job Functions:

- Providing support and responding to support queries for all customers of the iWMS Group.
- Taking ownership of a support incident and implementing workaround/temporary solutions or providing permanent fixes to resolve the issue as soon as possible.
- Maintain a high degree of customer service when responding to support incidents.
- Ensuring all relevant support procedures are followed.
- A thorough investigation of support incidents and the identification of the recurring issues.
- Perform root cause analysis on recurring issues and escalate complex incidents to the relevant team member at the next level timeously.
- Achieve and maintain customer Service Level Agreements.

- Participation in out of hours support.
- Establish a good communication channel and relationship between the internal team members and customers.
- To record, update, and document the step-by-step procedures taken to resolve or investigate an issue according to the type of incident.
- Ensure all issues worked on are updated daily - this will ensure the customer and internal resources are updated on the work being done to resolve the incident.
- Responsibility for all hardware devices, including cell phones and laptops assigned to you for performing your work - more detail will be provided to you.
- Apply code standard, follow processes, procedures, rules & instructions, SODs, and reference SLA for delivering tasks in full and on time.
- Documentation - Good Release Notes, Unit Test Document, Reports, Email replies, Comments, Posts.

Depending on your knowledge, customer-facing skills level, and location, you may be required to carry out the following activities:

- Onsite visits to existing customers.
- Deliver training to end-users and partners.

Exposure:

Internally, the role will provide exposure to iWMS' support functions, consultancy, and development functions. Additionally, the Apprentice will acquire a large amount of Körber Supply Chain product and process knowledge, and general supply chain experience. This opportunity will also allow you to gain experience in software packages such as Microsoft SQL, SSRS reports, Bartender Labels, Georgia Softworks, IIS etc.

Externally, this role will allow you to be part of a large network with both software and supply chain professionals and experts.

Job Requirements:

- Bachelor's degree or higher qualification in Computer Science or other related fields.
- 3 months or more experience using MS SQL/.Net Programmer and MS Office applications.
- Interpersonal skills – ability to communicate effectively with internal and external stakeholders.
- Energetic, curious, hardworking, and enthusiastic.
- Strong analytical, communication and problem-solving skills.
- Able to work productively and autonomously from a remote location.
- Provide clear, professional, informative, and appropriate communication to colleagues, customers via telephone, email, MS Team and/or nTask

- Be reliable and dependable that the tasks assigned to you will be completed or updated timeously without being chased for completion.
- Fluent in English.

About iWMS:

iWMS is a Global company and an expert in critical supply chain and eCommerce fulfillment solutions. We specialize in Körber Supply Chain warehouse management system implementation, integrations, system health checks, support, and diagnosis.

We proactively seek complex and dynamic opportunities to serve our customers' needs with WMS solutions to streamline and grow their business and supply chain operations. We are a company that prides itself on delivering excellence to all our stakeholders and becoming trusted advisors for everybody with whom we engage. At iWMS, we value hard work, attention to detail, and a willingness to learn. We have created a safe, supportive, and progressive environment and culture that has been shaped from our core values of ownership, respect, pride, passion, and candour!

Why you should join the iWMS team!

You will be a part of our **ACCELERATE** programme - our Youth Empowerment Programme aimed at addressing the issue of youth unemployment in South Africa. Through this structured programme, we will provide you with the foundation you need to build a fruitful and exciting career. You will receive the training, mentorship, and exposure required to accelerate your skills, experience, and future!



Other reasons to kick-start your career with iWMS:

- We are a fast-growing company with a worldwide presence and customer base.
- We deliver excellence to customers from different industries worldwide – projects provide you with diversity, challenges, and excitement.
- Work flexibility - we have mastered remote working and collaboration.
- Our teams are experienced, skilled, supportive, and driven to deliver excellence.

- Diversity – you will have the opportunity to work with different iWMS teams from around the globe (India, USA, Canada, and South Africa)
- We commit to advancing your skills based on your personal career goals.
- You will receive strong leadership, mentorship, training, and support to ensure your success and growth.
- We are more than just a company – we are a collaborative community committed to delivering excellence and becoming trusted partners for everybody with whom we engage.
- You will be in a safe and supportive working environment built on the foundation of respect, pride, passion, ownership, and candour.
- We offer appropriate industry training, salaries, and benefits.
- If your 1 year apprenticeship is deemed successful, a full-time position will be offered.

If you are a young professional looking to further your skills, experience, and future, then we look forward to receiving your CV at Jobs@iwmsglobal.com