

DAISY BUSINESS SOLUTIONS

First Line IT Support Engineer

Managed IT · Bryanston, Johannesburg · Permanent · Urgent Hire

Be the first voice clients trust — and build a real career in Managed IT.

40yrs

Serving South Africa

Tier 1

First Point of Contact

Bilingual

English & Afrikaans

ABOUT DAISY BUSINESS SOLUTIONS

40 years of South African business. A culture that still raises the bar.

Daisy Business Solutions has been at the forefront of South African business technology for four decades. From office automation to managed print, connectivity, IT services, and document management, we have grown into one of the country's most complete technology providers, with a strong national footprint and deep roots in Johannesburg and the greater Gauteng region.

Our Managed IT team keeps clients running — and the First Line IT Support Engineer is the person clients reach first. It's a role built around solving problems, communicating clearly, and learning fast, with a genuine path into more advanced support. We're looking for someone calm, capable, and client-focused to own that front line.

A genuinely varied day

Incident triage, identity and access in Microsoft 365, workstation support, networking basics — not a single repetitive task queue. You'll build broad, practical IT skills fast.

The support structure is real

You're the first line, but never on your own. An Advanced Desk sits behind you, with extensive training provided so you always know when to resolve and when to escalate.

Real ownership of the client relationship

This role is built around explaining and resolving, not just closing tickets. You own the client conversation from first contact to clear, root-cause closing notes.

THE ROLE

What you will own

As a First Line IT Support Engineer in Daisy's Managed IT division, you are the first point of contact for client incidents and requests across phone, email, and the service portal. You triage, resolve

what you can on first contact, and escalate the rest with sound judgement — keeping clients informed and calm throughout.

This is a high-volume, client-facing role for someone who stays structured and polite under pressure and takes pride in a clean, well-communicated resolution.

Day-to-day responsibilities

- Act as the first point of contact for client incidents and requests via phone, email, and the service portal
- Perform initial triage, log accurate ticket details, and classify and prioritise based on severity and SLA
- Resolve Tier 1 incidents on first contact — password resets, MFA setup, and user access in Microsoft 365
- Troubleshoot workstation issues, basic local and network printer problems, and standard Windows and macOS software
- Review daily automated health checks, triage backup-failure alerts, and escalate persistent issues to the Advanced Desk
- Provide clear, proactive status updates and professional root-cause closing notes

WHAT WE'RE LOOKING FOR

You're ready for this role if...

You've spent a year or two in a fast-paced help desk, service desk, or IT support environment, and you're comfortable working a high-volume ticket queue. You're fully bilingual in English and Afrikaans, hands-on with Microsoft 365 administration, and calm and structured when things get busy. You value practical capability over paperwork and want a role that grows your skills.

Bilingual English & Afrikaans — essential

This role supports clients fluently in both English and Afrikaans, verbal and written, every day. Full bilingual fluency is a firm requirement — not a nice-to-have — and it's put to real use rather than sitting idle on a CV.

Essential requirements

- Fully bilingual and fluent in English and Afrikaans, verbal and written
- 1–2 years in a fast-paced remote help desk, service desk, or IT support environment
- Proven experience handling high-volume daily ticket queues and basic incident troubleshooting
- Hands-on Microsoft 365 Admin Center experience — user management, password resets, MFA, mailbox and folder permissions
- Basic networking knowledge — Wi-Fi, DNS, DHCP, and standard network-printer troubleshooting
- Comfortable with PSA ticketing systems and RMM monitoring tools
- Calm, structured, and polite under pressure, with strong triage and escalation judgement

Qualifications

- No formal degree required — practical experience and technical capability are valued most
- CompTIA (A+ / Network+) or Microsoft 365 certifications are advantageous

Attributes we look for

- Composure — you stay calm and methodical when the queue is full
- Judgement — you know when to resolve immediately and when to escalate
- Communication — you explain clearly, in plain language, in both official languages

- Ownership — you see a ticket through to a clean, well-documented close
- Curiosity — you want to grow toward advanced support

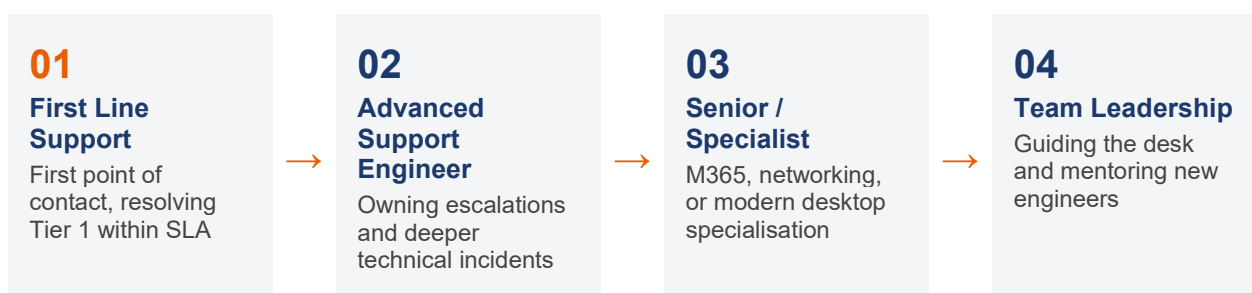
SUCCESS IN THE FIRST SIX MONTHS

You'll be confidently and independently resolving high-volume Tier 1 tickets within SLA; supporting clients fluently in both English and Afrikaans with proactive status updates; and producing clean, professional closing notes that clearly explain root cause and resolution.

CAREER DEVELOPMENT

We grow the people who build the future.

Strong Tier 1 performers don't stay Tier 1. With extensive training provided and a clear escalation path into the Advanced Desk, this role is a genuine launchpad for an M365 and Modern Desktop career. Here's the path in front of you:



We invest in first-line engineers through extensive structured training, hands-on exposure to Microsoft 365 administration, and mentorship from the Advanced Desk — so you build a strong foundation and keep growing.

LIFE AT DAISY

A performance culture that takes its people seriously.

- Your work is varied — triage, identity and access, workstation and networking support, not one repetitive queue
- Your team has your back — an Advanced Desk and extensive training behind every first-line engineer
- Your skills grow — hands-on Microsoft 365 administration and a real foundation for a modern IT career
- Your bilingual ability is valued — English and Afrikaans put to use daily, not left on a CV
- Your employer is stable — 40 years in business, still growing and still hiring

ROLE DETAILS

Position overview

Position	First Line IT Support Engineer
Division	Managed IT
Location	Bryanston, Johannesburg (Gauteng)
Reports To	NOC Manager

Employment Type	Permanent — Full Time
Positions Available	Urgent Hire — Apply Immediately
Start Date	As Soon As Possible
Salary	Market related — competitive and commensurate with experience
Languages	English & Afrikaans (bilingual, essential)
Own Vehicle	Not required — reliable transport to and from work needed
Travel	Not required
HR Contact	hr-gp@daisy.co.za · 011 244 5000

START YOUR IT CAREER WHERE IT ACTUALLY COUNTS.

We're screening candidates now. Apply before this role is filled.

hr-gp@daisy.co.za · 011 244 5000