

Velocity Technology Group

<https://thevtg.com/job/technical-service-delivery-specialist/>

A versatile team member who can bridge technical depth with operational and customer facing responsibilities, assisting with workloads across governance, processes and client engagement.

Key Attributes

- Broad Technical Knowledge: Microsoft 365, Azure fundamentals, MSP operations.
- Process Oriented: Maintain knowledgebase, improve workflows, map out business processes.
- Customer Facing Skills: Handles onboarding, escalations, and communicates technical concepts clearly.
- Commercial Awareness: Familiar with licensing, reseller agreements, and basic pre-sales scoping.

Primary Responsibilities

- Manage technical account tasks (Customer audits, onboarding documentation etc.).
- Maintain and enhance internal systems (RMM, documentation, integrations).
- Assist with pre-sales proposals for standard solutions.
- Assist with vendor relationships for renewals and compliance.
- Support governance and process improvement initiatives.

Core IT Knowledge

- Operating systems (Windows and macOS).
- Networking fundamentals (TCP/IP, DNS, VPN, firewalls).
- Microsoft 365 Identity & Access Skills.
- Microsoft Azure Skills (basic to intermediate).
- IT Service Management and Ticketing system knowledge.

Communication and Client Management

- Strong verbal and written communication skills.
- Experience interacting with clients or business stakeholders.
- Ability to explain technical concepts in simple terms.
- Escalation management skills.

Soft Skills

- Customer focused mindset
- Strong organisation and time management skills
- Team collaboration

Hiring organization

Velocity Technology Group

Employment Type

Full-time

Industry

Information Technology

Job Location

Johannesburg, Bryanston

Working Hours

08:00 – 17:00 (Monday to Friday)

Date posted

May 28, 2026

Open Questionnaire

APPLY NOW

- Attention to detail

Qualifications

- Matric (senior Certificate)
- Minimum of 5 years' experience.
- MCITP