

Candidate Profile



Nola Muir
Manager, Support Centre
ooba*



Academic Credentials

Nola Muir completed the IOB Certificate in Banking in 1997. Additional tertiary studies include a Certificate in Call Centre Management from Intec College in 2005. During 2007, she received ITIL Foundation Certification through the Examination Institute for Information Science, the IT Service Management Practitioner Certificate in Service Desk and Incident Management through the Independent Schools Examination Board as well as higher mastery level in the internationally recognised Service Desk Manager Certification through the Helpdesk Institute.

Current Work Description

Nola is the Manager of the ICT Support Centre. Her responsibilities include managing a team of Online Support Consultants who are responsible for providing effective first level support to the business. Nola's key objectives are to drive resolution within agreed lead times while ensuring that the load on specialist 2nd level resources is reduced.

Business Credentials and Skills

Nola was instrumental in the set up of the Support Centre for MortgageSA, the first of its kind within the Origination industry in South Africa. She has

experience working in the Retail Banking sector as well as the Mortgage Origination industry within South Africa. Nola's current focus is on the area of ICT Service Management.

Personal and Professional Learning Objectives

Nola's learning objectives for this programme are to:

- Develop and improve skills in areas of business management and leadership
- Develop a diverse network of suitably qualified peers through which experience, skills and knowledge can be shared, and
- Suitably equip herself as a future senior manager within the sector.

Personal Information

Nola Muir is originally from Johannesburg but has been living in Cape Town for seven years.

* Previously MortgageSA