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CWWP Support Graduate Opportunity 2026 – 2027 New Hiring

Description

Caseware is excited to welcome graduates to join our CWWP (Cloud Working Paper Platform) Support team. This role involves providing technical support, guidance, and solutions to clients using the CWWP software, ensuring a seamless user experience and optimal utilization of the platform.

Responsibilities

- Act as the first point of contact for clients' inquiries, addressing technical issues and providing timely assistance via various channels (email, phone, chat).
- Diagnose and troubleshoot technical problems related to the CWWP platform, offering effective solutions and guidance.
- Collaborate with the development and quality assurance teams to escalate and resolve complex issues promptly.
- Document support interactions and contribute to the knowledge base to enhance support efficiency.
- Assist in conducting user training sessions or webinars to promote effective utilization of the CWWP platform.

Qualifications

- A recent graduate in computer science, information technology, or a related field.
- Strong problem-solving skills with a passion for technology and software support.
- Excellent communication skills and the ability to articulate technical concepts to non-technical users.
- Familiarity with cloud-based applications and basic understanding of accounting principles (preferred but not mandatory).
- Proactive and customer-focused attitude with the ability to work independently and within a team.

Job Benefits

- Comprehensive training and mentorship in CWWP support.
- Exposure to cutting-edge cloud-based technologies and software solutions.
- Opportunity to interact with clients and gain practical experience in technical support.
- Career growth prospects within a dynamic and innovative tech company.
- Competitive salary and benefits package.

Contacts

To apply for the CWWP Support Graduate Opportunity at Caseware, please follow these steps:

Hiring organization

Caseware

Employment Type

Intern

Duration of employment

3 Months

Industry

Software Development

Job Location

Midrand, Gauteng, South Africa,
1685, Midrand, Gauteng, South Africa

Working Hours

09

Date posted

April 30, 2026

Valid through

14.02.2028

- **Prepare Your Application Documents:** Update your CV/resume and draft a cover letter outlining your interest in the position, your qualifications, and why you believe you'd be a good fit for the role.
- **Application Submission:** Send your application documents (CV and cover letter) via email to the specified email address provided in the job description. Ensure that you adhere to the application deadline mentioned in the job posting.
- **Email Subject Line:** Use a clear and concise subject line for your email, indicating your intention. For instance, "Application for CWWP Support Graduate Opportunity – [Your Name]."
- **CV/Resume and Cover Letter Attachment:** Attach your CV/resume and cover letter to the email. In the body of the email, you can briefly introduce yourself and express your enthusiasm for the position.
- **Application Deadline:** Be sure to submit your application before the specified deadline to be considered for the opportunity.
- **Follow-Up:** If you don't receive a confirmation of receipt within a reasonable time frame, consider following up with a polite email to ensure your application was received.