

Job Description | Service Desk Technician

OVERVIEW

Job title:	Service Desk Technician
Responsible to:	Service Desk Manager
Department:	Managed Services
Based At:	Head Office – Wooburn Green
Hours:	Full Time
Rate:	Dependent on Experience

ABOUT US

We're a leading IT services and solutions provider offering end-to-end IT solutions for commercial and public-sector organisations. Ranked among the UK's top 50 IT companies, the Group has gained a reputation for providing a consistently high-quality service that has delivered long-term strategic relationships with both customers and suppliers.

We are proud of our team and as a family business we strive to ensure complete customer and employee satisfaction which is achieved by our friendly, energetic, fun and hardworking approach.

YOUR ROLE WITH US

You will be working as a key member of the Managed Services team on our Service Desk and you'll be supporting our key customers, ensuring that a very high level of client satisfaction is delivered.

This position is perfect for you if you have a proactive mindset, good at troubleshooting, and have previous experience of working in a multi-client Managed Services environment. These are key skills for any successful candidate. So, if you're enthusiastic, confident, and have these skills then you could be just the person we're looking for!

WHAT YOUR DAY WILL LOOK LIKE

Your key responsibilities;

- To provide 2nd line technical support professionally and efficiently, maintaining a high degree of customer service
- Ensure all incidents, requests and changes are logged and updated in the ticketing system
- Prioritising customer tickets as per contractual obligations
- Escalate tickets to internal resolver groups or 3rd party resources as appropriate
- To work effectively and productively with internal team and 3rd party support resources
- To take ownership of incidents, perform a technical diagnosis and fix the issue either remotely or on-site
- Support users in the use of computer equipment and applications by providing necessary training and advice
- Keep up to date with advancements in technology
- Review of services, application delivery, patching and Anti-Virus
- Work with a variety of business and technical teams to enhance service
- Systems and performance monitoring
- Administer backups and restores
- Administer Active Directory
- Ensuring the security of information and hardware belonging to the company and customers
- Ensuring any security breaches or potential breaches are reported and escalated as appropriate

WHAT WE ASK FROM YOU

Personal Qualities

- Minimum of 3 year's commercial experience supporting SMEs (ESSENTIAL)
- Understanding of and working within the ITIL framework and business processes- ITIL V3 foundation certification (PREFERRED)
- MCSE/MCSA qualified (PREFERRED)
- Excellent communication both written and verbal, fluent English (ESSENTIAL)
- Familiarisation and understanding of client SLAs & KPIs
- Excellent customer service and organisational skills
- Confident individual with a proactive attitude and excellent telephone manner
- Exceptional interpersonal skills, demonstrating professionalism in all dealings
- A self-starter, able to demonstrate high levels of initiative and motivation, but also work closely with other team members
- Able to handle short deadlines and cope with the pressure of competing priorities in a calm, organised and timely manner

Skills

- Strong knowledge of Microsoft based operating systems with emphasis on Windows
- Experience troubleshooting Microsoft Office applications
- Networking Experience (LAN, WAN, Wi-Fi)
- Knowledge of Active Directory (AD)
- Experience of ITSM/Ticketing systems
- Knowledge of Anti-Virus products
- Experience in Remote Access tools
- Good understanding of PC hardware and software set-up and configuration and TCP/IP networking skills

Core Technology

- Microsoft Operating Systems and Applications
- HPE
- VMware
- Datto
- Veeam
- Citrix
- Hosted and Cloud Managed Services
- Security products – Kaspersky, Sophos, Webroot, Mimecast etc

WHAT WE WILL GIVE TO YOU

- ❖ Competitive salary
- ❖ Private Health Care Scheme
- ❖ 23 days holiday plus Bank Holidays
- ❖ Group personal pension scheme
- ❖ Long service awards
- ❖ Bonus scheme
- ❖ Life assurance scheme
- ❖ Health assured employee assistance programme
- ❖ Refreshments and private car park
- ❖ Charity focused Company
- ❖ Company Annual Ball and other social events through the year