



JOB DESCRIPTION

Job Title:	Service Desk Analyst
Reporting To:	Service Desk Manager
Location:	Euston, London

Purpose of the Job

To provide excellent customer service by resolving technical issues submitted by e-mail, telephone and customer portal. This role is office based and the Service Desk is the single point of contact for support across our client base.

Main Duties and Responsibilities

- 1 Incident and Service Request Resolution:
 - a Assess IT issues raised by customers to ensure full understanding of the problem
 - b Diagnose the cause of the problem in order to identify the most appropriate fix
 - c Assess alternatives to resolve the problem and deploy the most effective, robust resolution
 - d Check that the issue is fully fixed and has not had any adverse impact on any other matters
 - e Escalate complex issues to the 2nd line support team, giving a full explanation of the troubleshooting attempted
 - f Identify recurring issues and escalate to 2nd line support to identify the root cause
 - g Follow the company's processes in relation to incident resolution and escalation to minimise the chances of inadvertent errors.
- 2 Information Recording:
 - a Log all updates and information accurately and fully in the service desk system
 - b Keep accurate records of time worked on issues in T-Tech's time management system
 - c Create knowledgebase articles for known issues and provide training on complex issues
- 3 Hardware:
 - a Build new hardware and install appropriate software to meet the customers' requirements
- 4 Customer Service:
 - a Interact professionally with customers and colleagues at all times, ensuring that the customer is fully satisfied with the service provided
- 5 Personal Development:
 - a Proactively manage own personal development through passing of partner certification exams and constantly developing technical knowledge through on the job enquiry.
- 6 Common Responsibilities:
 - a Maintain up to date knowledge of T-Tech's operational procedures and Employee handbook and comply with the requirements
 - b Work collaboratively with team members
 - c Participate fully in company-wide initiatives
 - d Undertake other duties as may reasonably requested by management



Person Specification

Education / Qualifications

- A- level or equivalent education required
- Degree educated in a relevant subject preferred

Knowledge and Experience

- Between 6 months and 2 years' experience providing IT support in an office environment, ideally including Microsoft Office, Active Directory, setup and trouble-shooting mobile devices and installation of PCs
- Experience of accurately recording all activity on company service desk system
- Ideally experience of working in an ITIL environment
- Ideally experience in a managed services environment

Personal Qualities and Competences

Excellence Needed: Vital to role

- Customer Service

Needed consistently: important to the role

- Problem Solving
- Quality Focus
- Attention to Detail
- Strong Oral and Written Communication
- Multi-Tasking
- Working under pressure

Needed at a basic level: helpful to role but not essential

- Decision Making
- Influencing & Persuasion
- Commercial awareness
- Research & Evaluation



The Company

What we can offer you

- Competitive salary depending on your experience and skills
- 23 days' annual holiday plus public holidays
- Learning environment working alongside experts in the latest technologies
- Special focus on training and development
- Social committee that organises quarterly social events (karting, bowling, pizza evenings and other exciting events)
- A vibrant London office
- Exceptional career progression opportunities

About T-Tech

T-Tech is one of the fastest growing IT Support and Cloud Services providers in the UK, serving small and medium-sized businesses. Our customers demand and deserve great service and responsive support. We understand how important it is to optimise day-to-day operations and we help our customers embrace innovation and drive growth. We do that by showing them how to cut risk and costs, and to create the right infrastructure for change. At T-Tech, we're about keeping UK business up and running, resolving problems quickly, providing personal attention and providing our customers with reliable IT support when they need it.

Our company revolves around four pillars of service: IT Outsourcing; Projects and Advisory; Cloud, Data Centre and Connectivity; Hardware and Software.

T-Tech has created a working environment that is personally and professionally challenging and enjoyable. At T-Tech you will be joining a talented team that values your input and knowledge. We are looking for highly motivated, talented individuals to join us in realising our vision.