



JOB DESCRIPTION

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

Purpose of the Job

To provide excellent customer service by resolving customers' technical queries on site, by telephone and by email. This role is a hybrid role with the expectation that on average 50% of time will be spent on customer site/s and 50% from the T-Tech office in Euston.

Main Duties and Responsibilities

- 1 Problem 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 problem is fully fixed and has not had any adverse impact on any other matters
 - e Escalate complex problems, giving a full explanation of resolutions attempted
 - f Identify recurring problems and escalate to senior colleagues to identify the underlying cause
 - g Follow the company's processes in relation to problem resolution and escalation to minimise the chances of inadvertent errors.
- 2 Information Recording
 - a Log client problem issues accurately and fully in service desk system
 - b Keep accurate records of time worked on issues in Company's time recording system
- 3 Projects and Changes
 - a Build new hardware, install appropriate software to meet the customers' requirements and ensure that the hardware is fully working on the client's network and the customer is satisfied
 - b Assist in the implementation of agreed projects, providing client knowledge and technical support to the project team
- 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 Technical 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 to 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

Personal Qualities and Competences

Excellence Needed: Vital to role

- Customer Service
- Quality Focus

Needed consistently: important to the role

- Influencing & Persuasion
- Problem Solving
- 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
- Commercial awareness
- Research & Evaluation
- External Representation

The job holder must be prepared to travel to customer site as required and must have a valid UK driving licence, and ideally a car to be used for business purposes. Business expenses will be reimbursed in line with company policy.

The Company

What we can offer you

- Competitive salary depending on your experience and skills
- 23 days' annual holiday plus public holidays
- Medical Cash benefits
- Pension after 3 months of employment – T-Tech will match employee contributions up to 4% of salary
- Life Assurance
- Income Protection
- 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 Consultancy, Support and Cloud Services providers in the UK, serving small and medium-sized businesses. Our customers demand and deserve great proactive 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, improve productivity and leverage IT to gain competitive advantage. 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 focuses on 5 areas of service Business Consultancy; IT Support; Technical Consultancy; Security; Cloud & Networks.

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.