

Service Desk Consultant

Salary: £28,000 to £32,000 depending on experience.

Reporting to: Head of Operations

Aim: Delivering 2nd / 3rd line technical support and administration services to customers as part of the Service Desk team. Deliver occasional technical consulting assignments to customers as needed.

Responsibilities:

1. Perform Service Desk duties as part of the Service Desk team. These duties cover:
 - a. Technical Support.
 - b. Administration Requests.
 - c. Environment Monitoring & Housekeeping.
2. Take ownership for allocated Service Desk customers, logging and following through on issues and requests in line with contracted service levels, communicating progress and insuring satisfactory closure.
3. Deliver technical consultancy to customers around our core technologies as needed.
4. Proactively look for new opportunities to expand existing contracts or for other parts of the organisation when servicing allocated customers.
5. Attend regular Operations meetings bringing information as directed by Head of Operations.

Required knowledge and experience

- At least 2 years Lotus Notes/Domino technical experience.
- Service Desk experience
- Professional attitude.
- Ability to work flexibly.
- Ability to use own initiative.
- Team working skills.
- Good communication skills

**** NO AGENCIES ****