Job Title: **Service Desk Analyst (1ˢᵗ Line)**

Job Summary: Responsible for supporting Qolcom's customer's and solutions

The primary role of a service desk analyst (1ˢᵗ line) is to ensure that we are providing the best support to our customer through following manufactures best practises and knowledge base articles. You don't have to be technical to perform this role but be familiar with technology and able to follow processes and recommendations whilst helping to ensure that service desk support processes are kept up to date.

Job Role: The role will encompass all aspects of service desk; these include, but are not limited to:

- Providing excellent Customer Service via the telephone and email system.
- Take ownership of cases allocated to either conclusion or escalation
- Troubleshoot issues for all Qolcom's supported products.
- Provide user support, coaching/mentoring end-users in the working of the Qolcom's support solutions
- Actively answer and respond to calls and emails directed to the service desk.
- Carry out remote troubleshooting and other service request activities
- Ensure support desk ticking systems are maintained and kept up to date
- Produce detailed analysis and other documentation of cases allocated
- Take ownership and be responsible for the first response for most service desk issues.
- Develop and maintain communication skills appropriate to the environment
- Device config and deploy assistance when required
- Ensure Health and Safety is always maintained in the workplace

Basic Criteria.

- Strong eye for detail with the ability to do a high degree of multi-tasking
- Comfortable using a windows PC for day to day working.
- Excellent communication skills, customer service skills and be a strong team player
- Be able to work with and co-operate with new service desk analysts to Qolcom
- Be able to work within a dynamic team in a busy and sometimes stressful environment
- Eligible to work in the UK

Desired Criteria.

- Previous experience working on a Helpdesk/Service Desk
- Fully conversant with iOS & Android tablet configuration
- Understanding of Vivantio service desk
- Previous experience with any of the following products:
    - Ivanti (MobileIron Core/Cloud)
    - Airwatch, Soti, In-tune, Good
    - HP/Aruba switches, controllers, AP's, Clearpass, Airwave
    - Cisco Meraki
    - 7Signal
    - Fortinet
    - Wandera
    - Kiteworks