Job Title: Global Service Desk Engineer
Location: Egham

Role Overview

Responsible for maintaining high levels of customer service through helpdesk and remote technical support. Due to the nature of the Support Services business these areas are subject to tight SLA's and KPI's.

Key Responsibilities

- First line technical response to fault tickets received into the global helpdesk
- Remote technical diagnosis and fault resolution
- If resolution cannot be achieved, then accurate qualification of fault prior to engineering call-out
- Escalation to Field Engineering where remote resolution cannot be achieved
- Direct phone and email support of client
- Access onto client network for remote support
- Microsoft Dynamics management of service cases (from creation to resolution)
- Liaison within the company departments e.g. Programming and Commissioning teams for specialist works
- Escalation to manufacturer support
- Liaison with client departments to resolve faults (IT, Networking teams, facilities)

Desirable skills

- Excellent customer relations and interpersonal skills
- Excellent communication skills, both written and verbal
- Ability to multi-task and prioritise workload to meet SLA based deadlines
- Proven track record of achievement in a technical support-based role using remote support tools.

- Accurate recording of calls and updates
- Effective action and follow-up of required activities
- Calm under pressure
- A flexible approach to work

Further Details

Salary: Dependant on experience
Reporting to: Operations Manager
Department: Facilities Management (FM)
Hours: 24/7 on rotational shift pattern, Monday-Sunday

Contact

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