



# 1<sup>st</sup> Line Service Desk Engineer

**Term:** Permanent

**Location:** UK, Bury St Edmunds

**Salary:** Competitive.

## The mission...

We're looking for an enthusiastic, customer-focussed 1<sup>st</sup> Line Service Desk Engineer who wants to be part of a highly-skilled and service-driven team.

Our 1<sup>st</sup> Line Service Desk Engineers act as the first point of contact for clients reporting and registering incidents and service requests. They also ensure that calls are managed within the IT Service Delivery team and meet client expectations.

1<sup>st</sup> Line Service Desk Engineers represent Green Duck in all of their client interactions. They validate and assess each incoming incident and/or service request (from multiple clients) to determine the appropriate course of action, and are responsible for managing the lifecycle of the call.

1<sup>st</sup> Line Service Desk Engineers are supported by other roles within the IT Service Delivery team to ensure the highest level of service is being consistently delivered to all clients.

## What you'll do...

- Act as the first point of contact for all Green Duck clients reporting incidents and service requests
- Ensure all relevant and important information is captured and documented within the IT Service Management System tool
- Utilise investigative lines of questioning in order to perform effective and informative troubleshooting activities
- Resolve client calls to a very high standard
- Ensure that customers are consistently managed with a very high calibre of professionalism
- Ensure client satisfaction is at the centre of all actions
- Ensure that the team is making full use of available resources and be mindful of agreed SLAs
- Escalation of calls as appropriate
- Take ownership of calls
- Perform on-going and pro-active administrative IT tasks, with high levels of integrity

## What you'll bring...

- A passion for IT and technology!
- Good communication skills and a team player
- An ability and willingness to learn new skills as required
- A full, clean driving license and willingness to travel
- Flexibility with an passionate approach to your work
- A "can do" attitude is essential!
- Enthusiasm and a customer focus mind-set
- Effective time management and prioritisation skills
- Knowledge of Microsoft Operating Systems and Applications

### What it's like to work at Green Duck...

We love two things; Innovation and people. We work our socks off to create and deliver first-class technology and training solutions to businesses throughout the UK and Europe.

We'll provide you with a challenging and energetic environment, working with like-minded, awesome people. No day will be the same and we'll promise to support and nurture you throughout your journey with us.

On top of that, you can expect all sorts of perks including a company-contributed pension, childcare vouchers and regular social events.

If this sounds like your cup of tea, [send us](#) your CV and we'll get back to you as soon as possible.

