

2nd Line Service Desk Engineer

**Term**: Permanent

**Location**: UK, Bury St Edmunds

**Salary**: Competitive

**The mission…**

We’re looking for an enthusiastic, customer-focussed 2nd Line Service Desk Engineer who wants to be part of a highly skilled and service-driven team.

Our 2nd Line Service Desk Engineers are the escalation point for our clients and supporting the 1st line team as a technical peer. They also ensure that calls are managed within the IT Service Delivery team and meet client expectations.

**What you’ll do…**

* Ensure all relevant and important information is captured and documented within our service ticketing system
* Methodical approach to problem solving leading to ticket resolution
* Ensure that customers are consistently managed with a very high calibre of professionalism
* Ensure client satisfaction is at the centre of all actions
* Working to company agreed procedures including client SLA’s
* Perform on-going and pro-active administrative IT tasks, with high levels of integrity

**What you’ll bring…**

* A passion for technology!
* Knowledge of Microsoft systems and applications
* A strong working knowledge of;
  + Windows Server administration and management
  + Networking and Workplace technologies (primarily Microsoft)
  + Backup technologies
  + Office 365
* Good communication skills and a “can do” attitude is essential
* An enthusiastic approach to customer service
* Good organisation skills with a logical, analytical approach to problem solving and the ability to prioritise work to meet deadlines and to cope with fluctuations in workloads
* Knowledge of ITIL Service desk and incident management disciplines

**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 solutions to businesses throughout the UK and Europe.

We’ll provide you with a challenging and energetic environment, working with like-minded people. On top of that, you can expect all sorts of perks!

If you fit the bill, [send us](mailto:recruitment@greenduck.co.uk) your CV and we’ll get back to you as soon as possible.