

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 your CV and we’ll get back to you as soon as possible.