

JOB TITLE:	IT Technicians
HOURS OF WORK:	40 hours per week
LEAVE ENTITLEMENT:	28 days per year
RESPONSIBLE TO:	Service Desk Manager

OVERVIEW

The number one goal of everyone in our team is to make our clients exceptionally happy. The **IT Helpdesk Technician** plays an important role in making sure that happens.

The **IT Helpdesk Technician** handles the first and second level support requests that come in from our clients. They are the first to touch a helpdesk ticket and make sure that the issue is handled quickly and the client is informed of what to expect every step of the way.

When help is needed the **IT Helpdesk Technician** can get help from, or escalate issues to, other members in **Service Delivery Team**.

RESPONSIBILITIES & TASKS

CUSTOMER SERVICE

- ✓ Providing a first point of contact for customers through our helpdesk, be that via phone, email or ticket
- ✓ Delight our clients with a friendly, quick and helpful experience
- ✓ Provide the client with remote troubleshooting
- ✓ Focus on making every work hour a profitable hour for the company

USE OF OUR TICKETING SYSTEM

- ✓ Use our Ticketing System to work on and resolve Helpdesk Tickets & Service Requests
- ✓ Managing and recording all work in real time through our Ticketing System
- ✓ Make sure that Client Documentation is well maintained
- ✓ Split tickets that have several issues into their own individual ticket
- ✓ Make sure that tickets aren't "stale" throughout the process

t: 01603 670682 e: sales@s2-computers.co.uk

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USE OF OUR MONITORING & MANAGEMENT TOOL

- ✓ Review RMM dashboard and apply remediation actions as indicated by our Processes
- ✓ Review regularly scheduled/automated actions as indicated by our Processes

PROJECT WORK

- ✓ From time to time the projects team will need additional resource to help deliver projects either on site or remotely. When opportunities arise then IT Technicians will be required to help with project delivery

COMMUNICATION, REPORTING & RISK

- ✓ Escalate tickets that require Senior Helpdesk Engineer support
- ✓ Communicate to the client the status of their ticket every step of the way, notify them of any changes or outages related to their issue
- ✓ Submit Timesheets & Expense reports as per company processes
- ✓ Identify, communicate and mitigate potential risks to the **Service Desk Manager** and clients

TEAM WORK

- ✓ Follow the schedule provided by the Service Desk Manager or Service Desk Leader / Dispatcher
- ✓ Follow Standard Operating Procedures (SOPs) for daily / weekly recurring tasks
- ✓ Follow all our Security Procedures and keep a vigilant eye for security issues
- ✓ Identify opportunities for improvement and make constructive suggestions for change. Contribute to the process of innovative change effectively
- ✓ Share technical knowledge and help mentor fellow techs wherever possible
- ✓ Undertake other duties as required by the **Service Desk Leader, Service Desk Manager** or **CTO**

SKILLS AND ATTRIBUTES

DESIRED

- ✓ A love of (and ability to) solve problems & challenges
- ✓ Great communications skills, founded in being a good listener
- ✓ An understanding of support tools, techniques and how technology is used to provide services

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- ✓ Strong understanding of operating systems, business applications, printing systems and network systems
- ✓ Must be able to type quickly and accurately while talking on the phone
- ✓ A deep desire to deliver an amazing Client Experience
- ✓ Knowledge of IT Applications, software & hardware
- ✓ The ability to speak both Geek **and** human
- ✓ IT literate – Advanced user level
- ✓ Full UK Drivers license
- ✓ The ability to keep up with & adapt to the fast-paced IT world

NICE TO HAVE

- ✓ Experience using a Ticketing system / RMM Tool and PSA software
- ✓ Experience providing support via remote tools
- ✓ Experience handling Technical Service Tickets
- ✓ Experience and knowledge of working with the Microsoft 365 Platform
- ✓ Professional IT Certifications such as Microsoft MCP, MCSA or MCSE, ITIL, ITSM, etc.
- ✓ Client Experience Certifications such as Helpdesk Habits etc.
- ✓ Experience working either on a Helpdesk or for a Managed Service Provider (MSP) / IT Support Business.

PERKS

Get your birthday off 🧐

Generous incentives for reaching Training and Company Goals

An easy-going environment and culture (we all enjoy what we do)

The flexibility to work from home (we run a hybrid office)

High-powered laptop

A proactive approach to ongoing training to help you develop life-long skills

CAREER GROWTH

For someone looking to progress their role, the **IT Helpdesk Technician** naturally leads into roles such as: the Senior Helpdesk Technician, Network Engineer, Solutions Architect, Account Manager, Virtual CIO, CTO or Service Desk Manager.

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