

JOB TITLE – Service Desk Support Analyst

Reports To: Service Desk and 1st Line Team Manager

Department: Service Assurance

Contract Type: Permanent

Location: London or St Helens

Charterhouse Group delivers technology solutions that drive business success. We have established an industry-wide reputation for pushing the boundaries of technology for over 28 years. Delivering integrated solutions to companies throughout the UK, and internationally, we have built a reputation for forming strong and long-lasting partnerships with our customers. We offer genuine value to our clients and strive to exceed expectations in everything we do.

We are looking for talented and highly motivated people. We understand that the key to our success is our people. For this reason, we are committed to attracting and retaining the best possible candidates. Therefore, we offer a fun, innovative and a fast-paced environment where career development, reward and recognition are a priority.

If you want to join a multi-award winning business, passionate about technology and its customers, credible in the market with a stimulating working environment - then we want to speak to you.

Our Vision

Excellence in converged voice and data solutions; creating strong strategic partnerships and delivering a great client experience from a stimulating working environment.

Our Values

Respect, Responsibility, Teamwork, Commitment, Excellence and Passion.

Role Purpose

Handling incoming queries and help requests from end users, either via email or over the phone and assigning to colleagues for resolution

Duties and Responsibilities

- Answering incoming calls and emails from business customers
- Ensuring all calls are logged on the CRM system.
- Recording customer call information on CRM
- Assigning cases to relevant team members based on product field
- Inputting accurate information into cases such as updates or useful information, documentation and case relevant details.
- Meeting SLA targets
- General administrative duties
- Raising small orders

Essential Competencies (Skills, Knowledge, Experience and Attitude)

- Customer focused approach- ensuring they receive excellent customer service
- Exceptional listening and questioning skills to fully understand customer issues (and not assume)
- Calm and solution focused: able to diffuse an angry and/or emotional situation and move towards a solution
- Clear and professional spoken and written communication skills with the ability to create trust and confidence with the customer
- Warm and engaging interpersonal style
- Ability to multi-task (logging information electronically whilst on the phone) whilst maintaining accuracy/ attention to detail with strong prioritisation skills
- Team focused- willing to support and help others
- Motivated by working in a busy, vibrant environment and happy to work on own initiative
- A “can do” attitude combined with the ability to analyse a problem and define a solution path
- Experience in Telecoms or IT Service Desk
- Microsoft Office skills:
 - Word- able to produce a professional style report
 - Outlook- able to send emails and calendar invites
 - Excel – ability to produce basic spreadsheets for presentation
- Experience in Telecoms or IT industry

Desirable

- Knowledge and experience working with ITSM tools such as Service Now
- ITIL Foundation certification