

Job Description

Designation: Service Desk Officer

Responsible to: Service Desk Manager

Salary: £18,000 to £22,000

Public-i are at the forefront of the Public Sector market providing AV, Webcasting and streaming solutions to help support, grow and pioneer democracy and social engagement.

We've built our reputation on this core product and the hardware, software, support, streaming and hosting service we now provide to over 100 clients throughout the UK. We also incorporate design, installation and integration of Audio systems to deliver and support the entire Audio and Visual solution.

The primary role of the Service Desk is to ensure our clients receive the very best customer service and experience. You will have a customer-focussed approach, an attention to detail and a can-do attitude.

Main Duties and Tasks

The position sits within the Operations Team and reports to the Service Desk Manager

The service desk officer will assist the Technical Team with the provision of our front line support to ensure that we maintain first class customer service delivery. Full training will be given to the successful candidate.

You will be responsible for:

- Providing first point of contact for customer support enquiries
- Logging, first line diagnosis and escalation of technical trouble tickets using our CRM
- Live stream monitoring and archiving
- Audio and video encoding/transcoding using Adobe CC and open-source applications
- Managing the Service Desk email account
- Assisting members of the Technical Team as required
- General server housekeeping

Skills

Essential:

- Experience of working on a technical Service Desk
- An understanding of Audio Visual essentials.
- Professional communication skills in dealing with both clients and internal departments with the ability to build and maintain relationships
- Excellent customer service via phone, email, online and face-to-face where appropriate

- Be a self-starter with the ability to work autonomously
- Time management and good organisational skills along with the ability to prioritise and manage workloads
- Strong analytical skills to investigate and solve software/hardware problems
- Self-motivation to be able to hit the ground running
- Ability to keep calm and work well under pressure
- Ability to work for long periods whilst maintaining a high standard of output

Desirable:

- ITIL v3 Foundation Qualified
- Knowledge of web streaming basics
- An interest in Social Media with a desire to keep up with the latest developments