

Job Description

Designation: **Service Desk Officer**

Salary: Up to £25 depending on skills and experience

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.

Public-i Customer Service

Public-i has been designing, developing and delivering Connect for more than 12 years – and it is this webcasting product we've built our reputation on. During that time we've worked just as hard on ensuring that we can provide our clients with the highest possible standards of support and customer service – with our customer delivery team on hand to ensure all our clients' webcasts run smoothly.

Main Duties and Tasks

The position sits within the Service Desk and reports to the Head of Operations.

The Service Desk Officer will assist the Technical Team with the provision of our Customer Service Desk and front line support to ensure that we maintain excellent customer service delivery.

You will be responsible for:

- Providing first point of contact for customer Service Desk enquiries
- Trouble shooting incidents remotely using VNC access as well as remote monitoring of live streams.
- Managing the Helpdesk email account
- Logging and managing of trouble tickets from beginning to end using our existing CRM support process
- Assisting customers on a daily basis with any queries they may have
- Assisting members of the Technical Team as required

Skills

The role requires a range of skills, some of which are set out below:

Essential:

- Understanding of IP Based networking.
- Strong communication skills in dealing with both customers and internal departments and the ability to build and maintain relationships
- Excellent customer service via phone, email, online and face-to-face where appropriate
- Audio and video hardware knowledge/experience
- Time management and good organisational skills along with the ability to prioritise and manage workloads
- Strong analytical skills to investigate and solve client problems
- Self motivation and planning skills
- Ability to keep calm under pressure
- Experience of working with a CRM system

Person Specification

The ideal candidate for this role will be able to remain calm under pressure and have the ability to prioritise a busy workload to ensure that customer issues are dealt with in the most appropriate way. You will have the ability to think quickly and outside of 'standard' solutions and will be confident in your ability to understand a range of technical questions.

You will possess a good range of technical skills and be keen and willing to learn as you work.

Desirable:

- A keen interest in Social Media with a desire to keep up with the latest developments

The purpose of the role is to deliver the highest standard of service to enhance the overall customer experience and it is therefore of paramount importance to us that we recruit someone who is **enthusiastic, willing and cares about doing a good job.**

Additional Information:

We value the people we work with and are focused and committed to creating a good working environment.

We offer the following:

- Training and career development
- 20 to 25 days' holiday
- Child care vouchers
- Contributory company pension scheme
- Access to critical illness cover and death in service benefits
- Summer outings and Friday drinks.

