

Part-time Service Desk Assistant - 1st line Support (24 hours per week)

Hove

Salary: £19,266 per annum **pro-rata**

We are looking to recruit a part-time Service Desk Assistant to work within our busy service desk section. The working pattern for this role would be Tuesday, Wednesday and Thursday of each week.

The successful candidate will have good interpersonal and organisational skills, a great work ethic and be able to manage their time productively. Strong communication skills and the ability to stay calm under pressure is essential within this role. This role would suit someone who is looking to start progressing in a more technical role but experience is not essential as skills can be taught on the job. What we are really looking for is someone who is keen to learn and enthusiastic.

Main duties will include:

- Monitoring and testing live streams.
- Archiving - Manually processing and publishing files using video editing software and in house systems.
- Answering emails in a timely manner.
- Escalating technical issues and raising tickets for less urgent issues or queries via our CRM. - Over time with training, picking up some of the technical issues that arise i.e troubleshooting or escalating hardware and software issues.

For further details and a job description or to submit your CV please email recruitment@public-i.info. **No agencies**

