Job Description

Designation: Service Desk S**upport Monitor (evenings, 32 hours per week)**

Responsible to: Service Desk Manager

Salary : £22,380 per annum

Contact: recruitment@public-i.info

Public-i has been designing, developing and delivering AV and streaming solutions for more than 25 years. During that time we have built a reputation for providing 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.

The position sits within the Service Desk and reports to the Service Desk Manager. The working pattern is currently 1pm- 10pm Monday- Thursday (with a one-hour unpaid lunch break), but the start time can be negotiated for the right candidate.

The Out of Hours Support Technician 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. For the first part of the shift, the post-holder will work with the wider service desk team, before providing out-of-hours support for our clients.

Key tasks of this role include:

- Providing first point of contact for customer Service Desk enquiries - Assisting customers with any queries they may have via webchat, email or phone.
- Remote support and monitoring of live streams
- Management of support inbox
- Providing remote support for streaming encoders and AV systems
- Logging and managing of caseload from beginning to end using our existing CRM support process
- Using excellent notetaking and communication to ensure vital information is passed to the day time team.
- Keeping up with new technologies

Skills:

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

Essential:

- 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.
- 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. The ability to consistently deliver high quality work with minimal supervision.

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- Ability to keep calm under pressure.

Desirable:

- Experience of working with AV or networking
- Customer service experience
- Experience of working with CRM systems or databases

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.

We're seeking someone with an interest in AV or networking technology who wants a long-term career in technical support with a growing company. We provide all necessary training, but a technical mind is essential. Most importantly, we are looking for someone with a great work ethic and a desire to learn.

This role is a crucial part of our small, but best-in-class, service desk team. The right person for the role will understand their role as part of that team and have a great collaborative working mindset.

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 you are **enthusiastic, willing and cares about doing a good job.**

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