



Speedster IT Ltd
12 Riga Mews
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www.speedster-it.com

IT Service Desk Engineer

The role of Service Desk Engineer is to ensure that customer requests are dealt with quickly and effectively, whilst maintaining the high level of service that our customers depend upon. The role will expose candidates to a variety of technologies whilst requiring them to balance workload with project involvement.

Job role

- To answer requests for support in a prompt, professional and courteous manner, however they are received.
- To manage calls according to the agreed process, escalating as appropriate.
- Resolve customer's requests for support in a timely fashion, whilst preventing reoccurrence.
- To assist the team with the administration of the network and the services it provides, so that an agreed level of performance is maintained.
- To assist fellow engineers within the team by providing guidance and technical training where required.
- To maintain support levels to meet the customer's individual needs.

Responsibilities:



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- To be the first point of call for customers.
 - Accurately record and update support calls in a timely fashion.
 - Manage and resolve calls, in a timely fashion, according to the agreed process.
 - Liaise with customers ensuring they receive regular updates on the progress of their calls.
 - Escalate major incidents to IT management quickly and clearly.
 - Installing and configuring IT hardware and software.
 - Diagnosing and solving hardware and software faults.
 - Maintaining accurate software licencing records.
 - Completion of daily / weekly / monthly tasks.
 - Seek support from and escalate calls to, senior engineers and IT Management as appropriate.
 - Responsible for the Starters and Leavers processes.
 - Maintain the IT environment.
 - Assist with the movement of IT equipment.
 - Maintain an inventory of pool and replacement equipment.
 - To prioritise your workload according to urgency and impact.
 - Adapt working hours to fit agreed shift pattern.
 - Contribute to, and maintain the IT Knowledge Base.
 - Contribute to ongoing service improvement within the department.



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- Provide first class customer service at all times.
 - Participate in Projects, as required.

Personal attributes:

- Excellent telephone manner.
- Good written/oral communication and inter-personal skills.
- Extremely organised with a methodical approach to work.
- Team and customer focused.
- Outgoing and cheerful personality.
- Co-operative and proactive.
- Flexible.
- Ability to take ownership of problems.

Skills and experience



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Up to 12 months experience in similar environment, accompanied with hands on skills in the following areas:

- Experience of using and supporting MS Windows.
- MS Office suite experience.
- Basic software and hardware troubleshooting skills.
- Active Directory administration is a bonus.
- Office 365 admin is a bonus
- Exchange admin is a bonus

Aptitude:

Speedster-IT are looking for an outgoing and sociable individual who is up to the challenge of working under pressure in a demanding but rewarding environment. They need to be a flexible team player who is also capable of working under their own initiative and who will make a fresh and positive contribution to the support team. Proven communication and inter-personal skills, the ability to take ownership of problems and a desire to learn and develop skills using their own initiative are required.