

SENIOR IT SERVICE DESK TECHNICIAN

Bournemouth - South West England

PMGC is the UK's leading independent Mobility, Fixed and ICT Managed Service provider offering innovative Communications and IT solutions that increase efficiency and staff productivity. We empower businesses nationwide to reach a higher level of success and growth.

We are seeking to appoint an experienced, motivated and passionate Snr IT Service Desk Technician, who will be a part of a remote PMGC team of exceptional IT service desk advisers, you'll be looking after and act as a dedicated 'Onsite' point of contact for our prestigious business customers. You will be based from our customer head-office in Bournemouth providing remote support with the occasional travel out to other customer sites to provide cover in the event of staff absence, annual leave or account changes. You'll spend most of your time supporting our customer IT systems, responding to emails and IT support tickets, so it's important to be a great listener and communicator. Building and maintaining relationships is also key, as customers are relying on you to resolve their queries as quickly as possible.

Key Accountabilities

- Familiarise yourself to understand the customers IT systems and software to support their staff effectively.
- Responsible for onsite asset IT management system and ensuring the records are up to date.
- Responsible for onsite IT support across customer other business locations keeping site documentation are up-to-date.
- Responsible for the Windows server's 2nd line support and update path.
- Organised with the ability to prioritise workload.
- Familiarise yourself with and work within all customers policies and procedures.
- Actively engage in learning opportunities; identify better and more efficient ways of doing things.
- Be familiar with and fully compliant with all localised safeguarding requirements and customers safeguarding policy and protocols.

Performance Management

- Proactively help the service to achieve its Key Performance Indicators (KPIs).
- Responsible for monitoring all IT support tickets and ensuring they are actioned with the agreed SLA time frame.
- Effective IT solution problem solving and documenting procedures.
- Ability to work as a team member within IT support and also self-motivated when out on a field call

Qualifications and experience required

Essential:

- NVQ Level 3 Qualification or equivalent.
- IT knowledge and ability to support a wide range of software including:
 - Windows 2003 / 2012 network administrator with Active Directory
 - MS Exchange 2010 / Exchange within Office 365
 - Microsoft Office products
 - SharePoint Administration
 - IT ticketing
 - Microsoft Office 2016 / 2013
- Ability to travel to all secondment locations (eg Berkshire, Hampshire, Dorset, Somerset and Devon)
- Ability to support a range of hardware including Switch's / Firewalls / Routers / Printers / Wi-Fi Repeaters and Access Points
- Experience in a similar support role, including IT Helpdesk and field work
- Availability to be on call to offer 24 hour IT support, rota 1 to 2 weeks a month

Desirable:

- Understanding of ITIL concepts and back up processes
- IT knowledge and the Ability to support some of the following:
 - Linux OS
 - VMware
 - Microsoft SQL Server
 - OpenHousing or Work management solution
 - Salesforce / CRM system
 - Microsoft Azure
- Good understanding of broadband technologies including 4G and Wi-Fi
- Familiarity with telecommunications concepts and terminology including VOIP, SIP and Cloud PBX

Required Skills:

- Good problem solving skills and able to work unsupervised
- Professional and courteous manner when dealing with customers face-to-face, over the phone and via email
- Good communication/writing skills
- Full UK driving licence

Interested?

If you are interested in this position, please send your CV and cover letter to mycareer@pmgroupuk.com