Helpdesk Coordinator – Keswick, Cumbria

£21,750 to £22,750 per annum, based on qualifications and experience.

Job Specification:

We are currently seeking a highly organised and proactive individual to join our team as a Helpdesk Coordinator at KCS IT Service. This role will play a critical part in ensuring smooth operations of our helpdesk, managing incoming support requests, coordinating with technical teams, and delivering exceptional customer service to our clients.

Responsibilities:

- Serve as the primary point of contact for all incoming support requests through various channels, such as phone calls, emails, and ticketing systems.
- Accurately log and prioritise support tickets based on urgency and impact, ensuring timely resolution and adherence to service level agreements (SLAs).
- Coordinate with technical teams to assign, escalate, and track support tickets, providing regular updates to clients on the progress and resolution of their requests.
- Effectively communicate with clients, understanding their issues, and providing initial technical assistance or routing tickets to the appropriate team for further investigation.
- A comprehensive knowledge base of common issues, troubleshooting steps, and resolutions to facilitate efficient problem-solving and improve response times.
- Monitor and ensure the helpdesk operates smoothly, proactively identifying areas for improvement and implementing effective processes and tools to enhance efficiency and customer satisfaction.
- Collaborate with team members to share knowledge and contribute to a positive and collaborative work environment.

Requirements:

- Excellent communication skills, both written and verbal, with a professional and friendly manner.
- Strong organisational skills, with the ability to prioritise and manage multiple tasks simultaneously.
- Proficiency in using ticketing systems and familiarity with ITIL processes and best practices.
- Technical aptitude and familiarity with IT concepts, software applications, and hardware troubleshooting.
- Ability to work well under pressure, demonstrating resilience and adaptability in a fast-paced environment.
- Customer-focused mindset with a commitment to delivering exceptional service and exceeding client expectations.

Desirable Skills:

- Experience in a similar helpdesk or customer support role, preferably within the IT or telecom industry.
- Proficiency in using ticketing systems and familiarity with ITIL processes and best practices.
- Knowledge of ConnectWise or similar ITIL ticketing systems.
- Familiarity with Office 365 suite and administration.
- Understanding of Windows Server and Desktop environments.
- Basic networking knowledge.

Salary and Benefits:

- The salary for this position ranges from £21,750 to £22,750 per annum, based on qualifications and experience.
- Full-time, permanent employment with opportunities for career growth and development.
- Dynamic and collaborative work environment with a supportive team and training.

If you meet the qualifications and are ready to take on this challenging role, we encourage you to apply by submitting your updated resume and a cover letter highlighting your relevant experience and skills at the following website link: https://kcssolutions.co.uk/about-us/careers/

Note: Only shortlisted candidates will be contacted for an interview. We appreciate your interest in joining our team at KCS IT Service.