**Job title:** IT Service Desk Co-ordinator

**Based from:** Gloucester

**Region covered:** Gloucester, Dronfield, Waterloo

**Reports to:** IT Service Desk Manager


**The Role**

The role of the IT Service Desk Coordinator is to coordinate the service delivery of remote, onsite and workshop IT support to GBE Converge clients and ensuring client tickets are resolved within SLA by monitoring the Service Desk team resolution rates. The role will also schedule engineers to be onsite at client sites as and when expected by the client and support the Service Desk Manager in delivering and reporting on the service.


**Duties and Responsibilities**

- To always provide excellent and effective customer service
- Provide daily reports to the Group Operations Director, Technology operations Manager and Service Desk Manager
- Direct and manage the distribution of support tickets throughout the Service Desk
- Monitor and ensure service desk tickets are correctly logged and updated with the required information relating to support requests
- Answer incoming telephone calls, tickets and emails supporting the Service Desk to all GBE Converge customers
- Contribute to the creation, development and review of procedures and policies within the IT department
- Monitor P1 priority outages and calls raised
- Manage own ticket queue and work schedule in an efficient manner
- Schedule Onsite Services Engineers visits and liaise with clients
- Ensure accurate timesheets are always maintained


**Person Specification**

**Essential**

- Excellent customer service skills gained through previous experience
- Excellent organisational skills
- Experience working in an IT support environment covering several different technical areas or organising IT Teams
- English Language (written and verbal) to a GCSE level or equivalent
- Excellent and demonstrable communication skills; written, over the phone and face to face
- Knowledge of Microsoft products
- Awareness of Office 365, and previous Office versions
- Understanding of networking components, networking operating systems and basic configuration and maintenance
- Comfortable working within a team or on own initiative

**Desirable**

- At least 1 formal IT qualification at entry level or above.  i.e: GCSE ICT, CompTIA, Microsoft certification, BTEC or similar
- Experience of documenting processes and procedures
- Knowledge of the procedures used in the installation, modification, maintenance and repair of IT hardware and software
- Willingness to learn new skills in a fast-paced environment

**Working Conditions**

The typical working environment will be an office location at our offices in Gloucester. The job requires that the employee can lift and move typical IT equipment (PC's and Laptops) from floor to desk regularly.  Long periods of working in front of a VDU with regular breaks is common.  Occasionally you may be required to travel long journeys to complete team support or training and may at times be required to stay overnight.

The role requires that you will be available to work evenings, weekends, and bank holidays on request.

**Group Compliance**

As part of the companies compliance to The Health & Safety at Work Etc Act 1974, ISO9001 for Quality, ISO14001 for Environmental and ISO27001 for Information Technology, there are several key objectives that are issued each year upon management review that we expect all staff to work towards in order for the company to meet these objectives and include but are not limited to:

- Compliance to all legislative and British Standard requirements
- Compliance to associated accreditation bodies schemes from NSI, BAFE, LPCB, FIA and others as required
- Maximise customer satisfaction with the services provided by GBE Converge
- Working to reduce, renew and recycle any wate on and off our sites including our offices
- Protect the environment and ensure use of toxic materials is avoided where possible
- Work to best safe practice and ensure actions do not cause harm unto themselves or others
- Employees will not tamper with any issued PPE or plant machinery that it may cause harm unto themselves or others
- Ensure all minimum training requirement are met in compliance with the relevant ISO standards
- Ensure that any Information Technology 'incidents' are effectively reported and resolved in a timely fashion (internally or externally)
- Maintain clear desk and screen at all times
- Compliance to ensure no deliberate breaches in security information and/ or systems