

Job Description: First Line Support Technician

Department: Service Desk **Location:** East Kilbride

Status: Permanent **Reports To:** Service Desk Manager

Purpose of Post:

To work within the service desk team delivering excellent customer service. This is a fast-paced and exciting role to work within the service desk for multiple clients, where every day is different, and new challenges are met with innovation and creativity, to meet the changing needs of our customer-base.

You will be responsible for day to day interactions of the Service Desk function to our clients. This will involve working to SLAs and KPIs and ensuring the team delivers excellence.

You will be an effective communicator and work with our sales dept, third parties, suppliers and clients to develop innovative technology solutions, and deliver and support them to our clients.

You will be expected to continue both yours and the teams technical and personal development to upskill the department, to better support our customers and grow our product and client portfolio.

Key Responsibilities

- Telephone/remote access support to customers
- Create accurate log tickets in a timely fashion and follow all other support processes
- Escalate tickets as required to the Service Desk Manager and wider team
- Work with the team to reduce repeatable incidents
- Onsite visits to customers to provide IT Support and installation services
- Build/Install/Deliver customer PC's

Qualifications, essential & regulatory:

- Have good secondary Education qualification ideally within a mathematics, physics, or computer science-based subjects. Ideally educated to a degree level within a mathematics, physics, or computer science-based degree.
- Clean UK Full Driving License
- Have a recognisable, or be working towards, a relevant qualification issued from a key vender such as Microsoft, Cisco, VM Ware, CISSP etc. It may be necessary to enhance this to meet Partner requirements to maintain or obtain partner status for Luma-IT.



Primary Accountabilities:

- Efficiently and effectively resolve IT issues working as part of a wider team to reach a satisfactory conclusion
- Take calls/answer e-mails from customers regarding their IT issues
- Work as part of the wider team
- Minimise disruption to customers by acting in a quick and concise manner
- Add to/maintain customer files including asset registers, call logs, password registers etc
- Multi task whilst conversing, taking accurate notes and taking appropriate actions.
- Ensure compliance with procedures in support of IT Management Systems.
- Carry out routine maintenance tasks.
- Provide accurate information on IT Products or services.
- Follow through in a timely manner as necessary.
- Ensure documentation is clear and up to date.

Post Holder Characteristics:

- The role calls for excellent interpersonal skills as you will be working with staff at all levels together with external customers. The role also calls for someone with initiative and drive together with a pro-active approach to problem solving who can work well under press within a fast-paced SLA environment.
- Ideally we would like someone with a good knowledge of working as part of an IT team and specifically help desk experience.
- Must have commitment to Health and Safety, and Environmental Standards.
- The ideal candidate would be currently working in a 1st line support role and may have gained some exposure to 2nd line support.
- This permanent role will mainly focus on telephone and remote access-based support work together with some onsite Deskside Support duties.
- Given the nature of IT you will be driven to continue your education as technology evolves and develops.

