

Job Profile

Job Title:	1 st Line Technical Support Analyst
Department:	Technical Support
Reporting to:	Operations Manager
Direct Reports:	N/A
Peers:	Technical Support Analysts
Technology:	Microsoft Office Applications, Email Applications, Outlook Config, SMTP, DNS, Operating Systems
Location:	Hessle

Role Purpose

To provide a point of contact for all resellers in relation to IT issues and incidents. To provide exceptional standards of support to all customers and support a wide range of products, services and platforms. This will be achieved by acting in both a proactive and reactive manner and ensuring that all performance targets are adhered to. Resolutions should be provided in an effective and timely manner.

Responsibilities & Accountabilities

- Take ownership of logged incidents, tracking the progress of all calls and follow up with customers to ensure that they are satisfied with the resolution.
- Ensure that Information is accurately recorded in the service management tool.
- Where necessary escalate to 2nd line support, providing accurate and detailed description of the problem, diagnostic steps already carried out, etc.
- Ensure that problems are resolved within stated Service Level Agreement targets.
- Liaise with 3rd party suppliers to ensure communications are processed and incidents updated

Essential Experience & Skills

- Solid technical support experience in a customer or business-facing role.
- Minimum of 1 year's experiences in a similar role
- Ability to quickly learn about products and services.
- Passion for technology and an interest in technical learning.
- Strong written, verbal and interpersonal skills.
- Excellent customer service skills.

Desirable Experience & Skills

- Experience of working in the CSP or Technology Industry.
- Experience working with end-users who have little to no technical knowledge.
- Microsoft Cloud Services support skills.
- Exchange/Active Directory
- PowerShell

Personal Attributes

- Flexible attitude and approach.
- Team player.
- Ability to work effectively under pressure and to deadlines.
- Excellent organisation and time management skills.

Giacom Values

- We are trusted experts in our field
- We pride ourselves on keeping things clear and simple
- We put our customers at the centre of everything we do
- We make Giacom a great place to work
- We are innovative and forward thinking