

Job Title:	Service Desk 1st Line Engineer
Division:	Managed Services
Date:	September 2020
Location:	Jigsaw24 HQ, Nottingham

KEY PURPOSE OF ROLE

- Reporting to the S1 Operational Lead, the 1st Line Engineer supports our Managed Services customers, handling incidents and requests received via telephone, email and Salesforce case logging. As the primary point of contact, they are to provide a high standard of customer service, utilising excellent communication skills with a view to diagnosing faults and completing requests (first time, wherever possible) within contracted SLAs.
- The role is based at Jigsaw24, Nottingham and will require working to a rota (7.5 hour shifts within the hours of 8.30am and 6.00pm, Monday to Friday). Some occasional travel may be required.
- As a 1st Line Engineer, there is an expectation to pursue own development objectives via self-study, keep abreast of current technology and research it as appropriate, as well undertake any training required by Jigsaw24.

KEY DUTIES AND RESPONSIBILITIES

- Provide an effective, professional response to reported incidents and requests.
- Ensure that incidents and requests are responded to within SLAs.
- Set clear expectations of resolution timescales, detailing next steps and timelines.
- Restore service to customers as quickly as possible.
- Ensure excellent standards of communication with the customer, adhering to KCI principles.
- Maintain accurate case notes, using appropriate templates.
- Be familiar with and use processes and tools as mandated.
- Where appropriate, provide general advice and guidance to customers.
- Where required, escalate incidents and requests to appropriate internal or external parties, managing/working with them through to resolution.
- Advocate the highest possible standards of customer service.
- Support departmental and team objectives and contribute to improvement initiatives.
- Maximise personal KPIs and Call and Case quality assessment results.
- Contribute to team knowledge, submitting articles and highlighting missing/incomplete areas.
- Maintain relationships with interfacing teams using a collaborative approach to problem solving.

SKILLS AND QUALITIES

- Use of customer soft skills; empathise with users, display active listening skills, have a polite and friendly telephone manner.
- Articulate, methodical, numerate and literate.
- Experienced with Salesforce case handling.

MANDATORY REQUIREMENTS OF THE JOB HOLDER

- Work well under pressure, use good time management, be a good team worker, and have the ability to multi-task.
- Be punctual and tenacious; demonstrate perseverance and use of initiative.
- Display a strong diagnostic approach, with attention to detail and effective fault-finding techniques.
- Maintain professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times.
- Ensure permission is obtained before incurring costs for which the Company is expected to provide reimbursement.
- Support any other activity requested by the Management team.