

## **Service/Help Desk Analyst**

New clients and continued company growth means that we are recruiting a Service Desk Analyst to join our team in Belfast.

As part of the customer support team, you will be tasked with providing first line technical support, ticket logging and ticket resolution support to our key client accounts.

This is a key support position which requires the ability to communicate clearly and confidently, whilst demonstrating a customer first approach and capability across a range of product and platform service provisions.

Full training and support will be provided.

### **Responsibilities:**

- First point of contact for customers (Telephone and email)
- Logging incidents and service requests from customers received via telephone, email and customer portal and process accordingly
- Provide excellent customer service and value to end users
- Escalation of tickets to internal resolver groups when required
- Ensure customers are kept updated on progress of tickets
- Ensure that practices and processes exist and when it is possible are standardised and repeatable, safeguarding continuous improvement and maintenance
- Identify areas to improve in the environment and identify incident trends for attention

### **Essential Criteria**

- Minimum 12 month experience of working in a service desk environment
- Excellent customer service and communication skills (verbal and written)



- Excellent organisational skills
- Logical thinker and problem solver
- Excellent attention to detail
- Good knowledge of desktop applications including MS Office

**Desirable Criteria**

Awareness or qualification of ITIL framework

**Location:** Belfast

**Salary:** Negotiable, depending upon experience.

We offer continuous professional development opportunities and a range of other benefits including a contributory pension scheme and health plan.

To apply for this role, please email your CV to [info@aurionlearning.com](mailto:info@aurionlearning.com)