| | |
|---|---|
| **Title** | Junior Technical Service DeskAnalyst |
| **Type of contract** | Permanent |
| **Location** | University of Sussex, Brighton Campus |
| **Hours** | 9am to 5pm Monday to Friday |
| **Salary** | **20k to 23K** |

Skills Required

Technical Service Desk Experience – 1 year or more

## Description

This is a technical support service desk role, although we are looking for someone with strong customer service skills and some training will be provided but someone with basic technical skills would be preferable.
The Analyst should have knowledge and working experience of Network and Infrastructure troubleshooting and maintenance.

## Responsibilities

- Gathering information to resolve Incidents or Service Requests
- Remote support, which will often involve speaking with the customer, so good communication skills are required.
- Act as the 1st point of escalation for any and all cases that would require technical knowledge
- Identify, recommend, develop and implement end user training programs to increase computer literacy and self-sufficiency.
- Assist development and communication of help sheets, usage guides and FAQs for end users.
- Assist the development, implementation and administration of service Centre staff training procedures and policies around newly introduced software and hardware.
- Contribute to escalated problem resolution by giving in-person, hands-on support to end users when necessary.

**Personal Attributes**
- Passion for customer excellence
- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Good written, oral, and interpersonal communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Ability to conduct research into root-cause issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Team-oriented and skilled in working within a collaborative environment.