

Helpdesk Support Representative Job Specification



About the role:

As a result of rapid growth plans a fantastic opportunity has arisen for a Helpdesk Support Representative to join our incredible Technical Services team. This is the ideal role if you are looking to join a successful and growing organisation, that can offer you long term career development within a well-established and growing technical team. Although advantageous, you do not need to be an experienced technical engineer for this role – but you should have a keen interest in Tech as well as a strong desire to support Customers by offering exceptional service at all times.

This is a full time, permanent role, offering an immediate start for a dedicated Helpdesk Support Representative who enjoys working within a busy and fast paced environment. This role has been created to support the rapid expansion of the company and would suit a highly competent individual with strong and effective communication skills. As a member of the team, the emphasis will be on assisting the technical engineers with the day to day administration of our helpdesk by supporting customers via phone, email or the helpdesk system (i.e. 'tickets').

The successful candidate will be required to complete a satisfactory DBS check. In addition, with training and development, you may be required to attend customer sites to further troubleshoot/remediate issues(within the London and surrounding area).

You will be responsible for:

Responding to and resolving initial queries from Academia Customers across multiple operating systems, including an introduction to:

- Basic Tier 1 support:, where you will be trained on
 - Working with the team to ensure smooth operation of customer environments, such as Windows Servers, Microsoft 365 tenants, Endpoint Security or Client Devices.
 - Desktop troubleshooting.
 - Apple device management methods and integration with other platforms.
 - Ensuring Customer Documentation is kept up to date. This includes utilising Autotask (the helpdesk) to track and resolve support requests.
 - Working with the team to identify and implement changes to the Customer Environments to address common issues.
 - Assisting with project delivery and roll out of equipment to new and existing Customers.

- Providing the highest level of Customer Service both internally and externally.

Key Skills:

- Experience using CRM data is advantageous.
- Computer Literate with a keen interest in technology. The ability to demonstrate on-going interest to learn and understand new areas in the I.T industry.
- Working knowledge of Microsoft 365 and its associated services – ie, Exchange Online, Teams, SharePoint, OneDrive for Business is highly advantageous but not mandatory as you will be trained in this.
- Basic understanding of Windows Server and Desktop Operating Systems, as well as Mac/iOS/ChromeOS/Android Management would be highly advantageous but is not mandatory as you will be trained in this.
- Ability to think critically and troubleshoot issues to support customers and/or escalate as needed.
- Excellent all round communication skills especially in questioning and listening.
- Detail oriented and organised.
- Have an ability to work independently, autonomously and take initiative.
- Can multi-task and proactively manage various issues and conflicting priorities.
- Have strong and effective written and verbal communication skills.
- A can-do attitude with a desire to progress their skillset in an exciting and challenging role.
- Exceptional standards in quality of work.
- Productive and efficient.
- Manage customer expectations and timely report back requested information .

Why Academia?

Academia Group is a fast growing, highly accredited, award-winning group of technology companies with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training and managed service solutions to both public and private sectors.

Established in 2003, we employ over 150 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £90m. We partner with the world's leading technology manufacturers and have the accreditations, certifications and awards to demonstrate our expertise and ability.

Benefits

- Gym Membership contribution
- Health Cash Plan
- Life insurance

- Flexible working hours
- Increased annual leave with length of service
- Free half day annual leave on your birthday
- And much more...