

1st Line Service Desk Engineer

Location: Hemel Hempstead / Hybrid



About the role:

As a result of rapid growth plans a fantastic opportunity has arisen for a 1st Line Service Desk Engineer to join our team of dedicated technical experts, reporting to the IT Service Desk Team Manager. This is an ideal opportunity for somebody who is looking to start their career within the IT function. We can offer you long term career development within a well-established and growing technical team of Tier 1, Tier 2 and Tier 3 Engineers.

This is a full time, permanent role, offering an immediate start for a 1st Line Service Desk Engineer who enjoys working within a busy and fast paced technical 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

Please note; the successful applicant may be subject to an enhanced DBS check.

You will be responsible for:

- Serve as the first point of contact for customers seeking technical assistance via phone, email, or ticketing system
- Log, categorise, and prioritise incidents and service requests accurately
- Provide first-level support for hardware, software, network, and application issues
- Troubleshoot and resolve basic IT problems or escalate to 2nd/3rd line support when necessary
- Follow up with users to ensure issues are resolved and provide timely updates
- Maintain detailed documentation of issues and resolutions in the service desk system
- Assist with user account management, including password resets and access permissions
- Monitor system alerts and respond to incidents proactively
- Deliver excellent customer service and maintain a high level of user satisfaction
- Adhere to service level agreements (SLAs) and internal procedures
- After the initial training period, the postholder will be responsible for the delivery of their tasks. This will be measured through KPIs (key performance indicators)
- Working with colleagues, at all levels, to deliver on KPIs and support the success of the organisation

Key Skills:

EXPERIENCE AND NON-TECHNICAL SKILLS

- Customer Service experience
- MSP experience (Desirable)
- Contact Centre / ITSM Toolset experience (Desirable)
- Proficient in Verbal and written English
- Experience working as part of a team
- Ability to follow defined processes
- A commitment to detailed documentation
- Able to converse with all levels of colleagues, confidently and honestly, being able to ask for help when needed
- The ability to explain technical concepts in basic terms to customers.
- The ability to multi-task and manage time under pressure
- Positive attitude, with the ability to resolve customer issues or requests promptly and efficiently
- Ability to spot opportunities and improvements that will benefit the end user experience and taking this forward with senior colleagues via suggestions and recommendations

TECHNICAL SKILLS

- Strong working knowledge of Microsoft 365
- Working knowledge of Microsoft Azure including Remote Desktop Services
- Working knowledge of Microsoft technologies – Server / Exchange / Active Directory
- Knowledge of security technologies and toolsets
- Knowledge of networking infrastructure – LAN / WAN / DNS / Firewalls etc

Why Academia?

Academia is an innovative and rapidly expanding technology company on a mission to transform IT services for large public and private sector customers. We're not just a supplier; we're a trusted partner for thousands of clients.

Our ethos is simple, if we can provide great technology and make it work, we will empower our customers to optimise their investment in technology. Your IT success is our business.

Building a strong reputation over 20 years as a top-tier provider of IT solutions and services, the company has sustained double-digit growth, with revenues exceeding £150 million in FY24. We have picked up prestigious industry awards along the way, including the highly prized CRN reseller of the year award.

Backed by Strive Capital, which has provided strong financial and strategic support since 2020, Academia is well-equipped to continue expanding into new areas. Our dedicated lifecycle division, launched to meet the growing demand for sustainable IT solutions, reinforces our commitment to reducing environmental impact while supporting the full lifecycle of our technology.

Our culture is built on teamwork, innovation, integrity, ambition, and a commitment to delivering excellent customer service. With ambitious growth plans and a supportive,

collaborative environment, Academia is a fantastic place for professionals eager to make an impact. Join us and become part of one of the UK's most exciting tech success stories.

Benefits

- Gym membership contribution
- Health Cash Plan
- Increased annual leave with length of service
- Free annual leave on your birthday
- Length of service bonus
- Flexible working hours
- Hybrid working
- Free Will Writing service
- Borrow my doggie membership
- Life Insurance
- Wellbeing Days
- ... And much more!