



Support specialist needed

To provide first line helpdesk support to external customers, assisting them with software and web browser problems via phone and email.

Main duties:

- To provide first line technical support; answering support queries via phone and email
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- To take ownership of user problems and be proactive when dealing with user issues
- To log all calls on the call logging system.
- Respond to enquiries from clients and help them resolve any hardware or software problems.
- Maintain a log of any software or hardware problems detected.
- Support users in the use of computer equipment by providing necessary training and advice.
- To allocate more complex calls to the relevant it support specialist



like to join us?

If you have the above skills and want to work in a fast-paced, creative environment then please send us your CV.

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