

Service Operational Support Team Assistant 17.5 hours per week

A part time vacancy has arisen for a Service Operational Support Team Assistant, reporting to the Support Team Manager.

The successful candidate will provide customers with first level support through taking calls and handling the resulting incidents or service requests, using incident management request fulfillment processes, in line with service desk objectives.

Responsibilities include:

- Answering customer telephone calls in a timely and professional manner
- Monitoring customer support requests submitted via email
- Logging customer calls as tickets in a clear, concise and professional manner, ensuring all the necessary details are accurately captured
- Progressing 1st line calls, keeping customers updated, according to the commitments in the customers' SLA
- Performing 1st line technical diagnostics and fixes of customer fault tickets against processes and knowledge base
- Escalating customer incident tickets to technical support where necessary
- Administering registration accounts for Client Company Services including creating new accounts, disabling accounts and closing down accounts.
- Completing tasks as required for ISO Compliance, adhering to ISMS
- Ensuring that access to systems are carried out in line with current security policies
- Ensuring that any potential breaches identified are reported

The successful applicant needs to have:

- Minimum QCF Level 3 (*this equates to 2 pass grades in A-Levels, NVQ Level 3, ITIL v3 Level 3 (Foundation), SDI Analyst*)
- Knowledge of the legislations within the remit of the job role, i.e. 4th EU Directive, Employers' liability Act 1969
- Some Service Desk or 1st Line support experience
- Basic knowledge of Microsoft Office XP 2010 and Systems Windows XP/Vista/7
- Concise and accurate written and verbal communication skills
- A professional and confident telephone manner
- A logical problem solving approach

Please send your CV and covering letter to Kelly Drane, HR Officer at kdrane@mib.org.uk. Closing date: 23 November 2016.