**Job Description**

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| **Job Title:**  **Reports to:** | Service Desk Engineer  Service Desk Manager |
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**The role**

The Service Desk Engineer is responsible for supporting and maintaining the PortmanDentex IT systems while providing efficient first-line support to all business users. They handle initial inquiries from colleagues, log IT-related issues, and strive to resolve them promptly in accordance with SLAs. This role requires taking full ownership of tickets to ensure outstanding customer service delivery.

You will be joining a dynamic and fast-paced service desk team, making this role ideal if you’re seeking exposure to a wide range of technologies. There are also opportunities to contribute to deployment-related projects, enhancing your experience and skills.

We take pride in being a friendly and approachable service desk, focused on creating positive interactions with our colleagues. Our team is highly rated, and we’re looking for individuals who can complement our commitment to exceptional service.

**Key Accountabilities**

* Answer calls and respond to emails in the ticketing platform.
* Provide effective IT service skills across all areas of the business.
* Ensure that all incidents are closed within SLA.
* Work with colleagues and internal teams to ensure operational and service excellence is delivered and maintained.
* Work with third party suppliers to ensure continuity of service.
* Provide desktop support.
* Support and maintain MS server/desktops, printers, scanners and other equipment.
* Support and maintain Microsoft 365 and other cloud or on-premise systems.
* Support and maintain telephony services.
* Escalate IT issues within the team where necessary.
* Install and configure authorised software to laptops and desktops.
* Diagnose and resolved hardware and software issues remotely, this could be desktop, server, printer or imaging related.
* A pivotal role in the new starter process, ensuring a new starter has everything required to begin their role.
* Play an important role in the leavers process, as well as ensuring any equipment is returned and placed back into stock.
* Set up accounts, laptops, PCs, mobile phones, accounts, ordering hardware / software as needed via the procurement process and dispatching to site,
* Management of assets – physical and logical.
* This is a hybrid role, with 1 day a week work from our office in Cheltenham or London office. (expectation is to attend the office more regularly for the first few weeks)
* There may be a requirement to visit a practice for project related activities or to assist with a major incident.
* Provide first-line support for Practice Management Systems (PMS) to dental practices.

**Skills and Experience**

**Essential**:

* Proven track record in a busy and dynamic first line support role for at least 2 years on a Service Desk taking upwards of 350 – 400 tickets calls per week.
* High Standard of Incident and Problem management.
* Previous experience using helpdesk applications
* Knowledge of Active Directory administration, O365 Administration, Windows 10/11, AV Administration, Microsoft Windows Server and Desktop Support, MDM systems.
* Basic network troubleshooting
* Asset management.
* Excellent documenting skills.
* Excellent telephone manner and customer service attitude and an ability to communicate technical concepts to non-technical people.
* Good analytical and problem-solving skills, time management and planning; a self-starter that doesn’t need to be micromanaged.
* A well organised critical thinker, able to manage high impact circumstances calmly and effectively, and someone who is passionate about providing great customer service.

**Desired:**

* ITIL Certified.
* MAC OS.
* Linux.
* IOS/Android.
* Exposure to Hyper-V.
* VOIP/SIP Telephony support.
* Powershell.
* Intune.

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| **Date:** | December 2024 | **Prepared by:** | Paul Glover |