

Desktop Support Administrator

Desktop Support Administrator - London

Shift work: (07:45 - 16:45), (09:00 - 18:00), (10:00 - 19:00).

Main Job Duties and Responsibilities

- Respond and resolve user's cases within operational level agreement.
- Follow standard help desk procedures & processes.
- Advise user on appropriate action in a timely manner.
- Develop and maintain technical and end user documentation.
- Must have broad knowledge of both hardware and software support.
- Diagnose and resolve technical hardware and software issues.
- Research questions using available information resources.
- Redirect problems to appropriate resource.
- Identify and escalate situations requiring urgent attention.
- Stay current with system information, changes and updates.
- Evaluate and recommend software and hardware.

Skills

The ideal candidate would have the following skills:

- Good telephone manner.
- Customer-focused, and be able to deal effectively with customer requirements in a timely and disciplined manner.
- Excellent Microsoft Windows operating system knowledge and capable of providing 1st line customer support over the phone and remotely.
- Excellent organisational skills to be able to prioritise activities and ensure that tasks are completed in an orderly and disciplined manner in line with business and operational requirements adhering to current standards & guidelines.
- Strong interpersonal skills, on both a technical and non-technical basis.
Be able to work effectively under pressure both on their own and as part of a team

Essential skills

Windows 7
Windows XP
Windows 2003/2008 server
Builds and tuning.
PC hardware
HP printers
Anti-virus technologies
Scripting
Customer service practices
Microsoft qualified.

Key Competencies

Oral and written communication skills
Customer service orientation
Problem analysis
Problem-solving
Adaptability
Planning and organizing
Attention to detail

To apply please email careers@mergermarket.com quoting reference 'DSA'

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