

Service Desk Advisor

Reporting to:	Service Desk Manager	Department:	Service Desk
Location:	Cardiff Office		
Days:	Monday - Sunday	Schedule:	Rota basis

Purpose of Role

To answer first line phone calls on Vista's IT Service Desk, this will include call logging and undertaking first line fixes, also directing calls to 2nd and 3rd line resolvers as required. The role will also support Vista's technical services team in contacting customers and engineers when required.

Main Tasks and Objectives

- Providing first line support to a range of customers and logging calls with resolver groups if unable to provide a fix.
- Working with customers to log and diagnose faults reported by customers about their on-site equipment and to ensure full functionality according to manufacturer's specifications is maintained.
- Where a remote fix is not possible, to identify, order and monitor parts required by a field service engineer on-site.
- Keeping customers informed at all times on progress of calls logged.
- Act as first point of contact for all Service Desk customers. You will report escalations to relevant Service Desk staff in accordance with each customer's relevant escalation procedure.
- Update Metrix and TOPdesk call logging system to ensure smooth communication between company and customer and to allow customer service reports to be produced.
- Manage workload to meet customer needs and ensure the communication is maintained with Client Services, field service manager and customer service delivery managers as and when necessary.
- Be part of the Service Desk rota working evenings and weekends.
- Work to successful KPI targets set by the team leader and IT Service Desk manager.
- Document quick fixes and customer specific information to grow the company's knowledge base.
- Help to train any new starters as and when requested by the team leader or IT Service Desk manager.
- Any other tasks as requested by the team leader or IT Service Desk manager.

Outcomes and Deliverables

- Customers receive a professional service and feedback is positive.

- Meet and if possible, exceed closure rates to meet service level agreements.
- Positive internal relationships are achieved.
- Successfully support field service engineers and second line support to rectify faults in a timely manner.
- Help to build a first-class Service Desk and technical services that contributes to the overall growth of the business.

Vista Values

- Customer Focused
- Teamwork
- Professional Standards
- Creative and Innovative
- Passionate and Proud
- Responsible and Accountable
- Ethical
- Honesty
- Trust and Respect
- Environmental Sustainability
- Socially Responsible

Benefits

- Free on-site parking
- Free healthcare
- Group Income Protection
- Life assurance