

IT Service Delivery Technician

Salary Banding £16,000 – £20,000

Location: Maitland House – Southend – On-Sea

Overview: (Brief)

Reporting into the IT Service Delivery Manager, the support technician will require a good all round hardware and software knowledge, have an understanding of business processes, a keen eye for detail and able to use their own initiative. The support technician will be responsible for ensuring all support calls are dealt with through service desk according to business SLA's.

Key Responsibilities:

- Take ownership of all desktop support issues including liaising with 3rd party suppliers.
- To minimise response and problem resolution time. This will often mean making on the spot decisions concerning complex areas of technical support and implementing those proposed solutions immediately to ensure minimal disruption to the user.
- Provide support for IT infrastructure including networks and servers as requested.
- To ensure quality of customer interaction and to maximize customer satisfaction with the desktop support service.
- To participate in the desktop support projects and to deliver work of the required quality, on time and within budget subject to resource availability.
- To track and manage PC assets from receipt through to disposal stage.
- Work with the 3rd party support team to resolve issues, liaising with operational staff to gather information and clarify recreation steps.
- Documenting fixes and agreed process changes.
- To work flexibly within a team and participate in a rota system enabling adequate service cover when required.

Skills and Experience:

Required:

- Strong communication skills
- Experience of working to SLA's
- Customer focused
- Face to face support
- Analytical and Problem solving skills

Beneficial:

- Windows server and desktop operating systems
- General hardware support
- SQL /MySQL

Qualifications

- (Relevant to the position)
- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

Competencies:

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupuncture massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.

