

Job Specification

Help Desk Agent

Purpose:

The role of a help desk agent is to remotely support our clients for all products and services that we provide.

Responsibilities

The ultimate goal of this department is to enable product and service delivery at the highest possible levels.

- Logging of all calls under the correct client with a suitable description.
- Solving the logged call if you have the ability to do so.
- If the call cannot be solved by yourself you need to retain ownership of the call and escalate to the correct Technician.
- If the Technician needs to travel to site it is the Agents responsibility to set a time with the client and ensure that the technician makes it on-time and that the client is informed as to the progress of the call at all times.
- It is the Agents responsibility to follow up with the technician as to the state of the call.
- It is the Agents responsibility to only close a call once they have checked with the client that they are satisfied.
- Updating our internal knowledge base.
- Immediately notify Help Desk Manager of High Priority calls, e.g. a complete system down.

Requirements

- A+
- N+
- IT Help Desk experience preferred
- Good telephone manner
- VoIP experience would be an advantage
- MCSE would be an advantage
- Good troubleshooting skills

