Zen Internet Role Specification

JOB ROLE: Service Desk Engineer – Managed Services

As Service Desk Engineer you will act as the first point of contact for Managed Service customers contacted Zen to report issues and faults relating to their service.

The primary objective of the role is to provide first time resolution. This will be achieved by troubleshooting, diagnosing and resolved problems at the first point of contact and/or escalating the fault to one of our 2nd line specialist teams to investigate and resolve.

Throughout this process you will remain the single point of contact with the customer, maintaining ownership of the original fault and acting as the main point of contact between the customer and Zen but providing timely updates and ensuring the fault is given the correct level of priority and attention.

This is a demanding support position which calls for excellent customer service skills, the ability to articulate solutions clearly and confidently to end users and a high degree of technical knowledge across a broad range of technologies and products including; Hosting (Linux and Windows), firewalls and/or WAN (wide area networks) technologies

Responsibilities

- Dealing with incoming faults in a professional, courteous manner over the phone and via email
- Taking ownership of faults and managing them in a logical and methodical manner
- Correctly logging incidents and faults, categorising and prioritising them in line with team procedures
- Conducting full and through diagnostics with end users to enable first point of contact fault resolution
- Ensuring all faults are progressed & cleared within SLA – escalating to other internal and external teams as appropriate
- Managing faults through their entire lifecycle from the first point of contact through to resolution, proactively keeping the customer informed of progress
- Diagnosing and resolving problems to the customers satisfaction
- Maintain and develop own knowledge and skills to assist with first time fault resolution
- Identify and escalate repeat issues or service risks into service management teams
- Sharing knowledge with team colleagues
- Manage a number of scheduled tasks for customers, designed to ensure that the customers systems remain operational

Skills & Experience

- Familiar with working on Windows 2003/Windows 2008, or Linux based distributions (preferably within a hosting environment)
- A keen interest in networking and WAN technology
- Must be able to demonstrate a customer first approach to support
- The ability to liaise and communicate confidently and professionally with customer representatives at all levels
- Natural aptitude for trouble shooting & problem solving

- Have solid experience in a helpdesk or technical support environment
- Highly organised and able to work on own initiative to complete the range of tasks required
- Flexible and willing to work outside core business hours as required

Technical Knowledge

- Be qualified to at least one of the following levels
    - Cisco certified network associate (CCNA)
    - Microsoft certified solutions associate (MCSA)
    - Fortinet certified network security administrator (FCNSA)
    - Red hat Certified system administrator (RHCSA) or equivalent