IT Helpdesk Support Technician

**Package Description**

Salford, Manchester with flexible working options available

£20,000 – 23,000

We also offer Sodexo Discounts site promoting discounted mobile phone tariffs, savings across restaurant chains and days out, where you and your family can save money on everything from your weekly food shop to the latest cinema blockbuster and much more

**Job Introduction**

We have a great opportunity available to join our IT support team in Salford. To be successful in this role you will need to have a keen interest in IT, good technical ability and excellent customer service skills.

As the IT Helpdesk Support Technician, you will be responsible for the receipt of incidents and requests reported by customers, and the co-ordination of rapid and appropriate responses, including: channelling requests for assistance to appropriate functions for resolution, monitoring progress, and keeping customers appraised of progress. You will be a Support Technician for up to 4000 laptops and desktop users.

Rotating shift pattern, earliest start of 07:00 and latest finish of 18:00

Service Operations is the part of our business that supports segment development by providing expertise and process standardization across all segments. Service Operations leverages our global expertise and best practice to bring the best of Sodexo to all of our clients. It includes everything from FM expertise to food development through to bid support, health and safety, and contract design and management.

*Due to the nature of this role you will be required to complete Disclosure and Barring Service (DBS) clearance.*

**Main Responsibilities**

* Capturing details of incidents and requests into the service desk and prioritising based on impact and urgency.
* Resolving issues and completing requests raised into the service desk and escalating issues that can not be resolved to the relevant IT functional teams.
* Providing advice to customers on systems, products and services which are available to them
* Assisting the line manager in identifying personal training and development needs
* Gaining sound understanding of Sodexo specific PC applications and the impact of any failures/problems
* Providing mentoring/training to more junior members of the Support team as required

**The Ideal Candidate**

* Excellent customer service skills, ability to understand the needs of customers and keep them in mind when taking actions or making decisions
* Excellent communication skills
* Able to demonstrate initiative and anticipate needs
* Experience supporting Windows Operating Systems and Office 365 Applications

Desirable

* Experience working in a Support Service environment
* Experience supporting EPOS tills and associated peripherals
* ITIL Awareness