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| **JOB DESCRIPTION** | 1st Line Help Desk Analyst |
| **SALARY:** | £18K - £20K p.a. |
| **JOB ROLE:** | * Dealing with telephone calls and emails into the help desk in a professional and efficient manner * Check backup jobs have completed successfully * Investigate problems such as viruses, malware and low disk space * Set up new users for customers (e.g. on Office 365) * Visit clients’ sites as required (usually central London) to provide desktop support * Occasional PC upgrades (hard disk, RAM, etc.) |
| **PERSON SPECIFICATION:** | The successful candidate will have:   * Excellent Customer Service skills * Ability to learn new systems * Strong technical and logical ability * Confident communicator with great telephone manner * Experience with Microsoft Desktop products (Windows, Office)   Not essential, but preferred:   * Previous experience in a customer service or Helpdesk position * Exposure to MSP Systems (AutoTask, SolarWinds, Connectwise, etc) * An interest in technology or technical background * Full Driving Licence |
| **OTHER INFORMATION:** | Pond Group is a long established Managed Service Provider.  We offer various IT and Telecoms services to our customers, most of whom are small to medium sized businesses.  This role is based in our newly refurbished Bromley office  It will also require visits to our customers in London and the South East.  Reasons you will love working for this company:   * Opportunity to learn about many aspects of IT, including security, networking and VoIP Telephony. * 28 days holiday (Incl Public holidays) * Company Private Healthcare Scheme (after probation period) * Great central Bromley location * Christmas Parties |
| **QUALIFICATIONS REQUIRED:** | GCSE English and Maths (grade C or equivalent or above) |