



2nd Line Service Desk Engineer

Term: Permanent

Location: UK, Bury St Edmunds

Salary: Competitive

The mission...

We're looking for an enthusiastic, customer-focussed 2nd Line Service Desk Engineer who wants to be part of a highly skilled and service-driven team.

Our 2nd Line Service Desk Engineers are the escalation point for our clients and supporting the 1st line team as a technical peer. They also ensure that calls are managed within the IT Service Delivery team and meet client expectations.

What you'll do...

- Ensure all relevant and important information is captured and documented within our service ticketing system
- Methodical approach to problem solving leading to ticket resolution
- Ensure that customers are consistently managed with a very high calibre of professionalism
- Ensure client satisfaction is at the centre of all actions
- Working to company agreed procedures including client SLA's

What you'll bring...

- A passion for technology!
- A highly skilled knowledge of industry leading technologies like:
 - User hardware support
 - Windows Server administration, management, and maintenance (virtual and physical)
 - Networking, both physical and cloud technology (users working remotely and locally)
 - Backup technologies
 - Microsoft 365, SharePoint, and Azure
- Experience in VOIP solutions
- Good communication skills and a "can do" attitude is essential.
- An enthusiastic approach to customer service
- Good organisation skills with a logical, analytical approach to problem solving and the ability to prioritise work to meet deadlines and to cope with fluctuations in workloads
- Knowledge of ITIL Service desk and incident management disciplines

What it's like to work at Green Duck...

We love two things; innovation and people. We work our socks off to create and deliver first-class technology solutions to businesses throughout the UK and Europe.

We'll provide you with a challenging and energetic environment, working with like-minded people. On top of that, you can expect all sorts of perks!

If you fit the bill, [send us](#) your CV and we'll get back to you as soon as possible.