

Job Title	Multilingual Service Desk Engineer
Department	Operations
Location	Nottingham – Price House
Reports to	Multilingual Service Desk Team Leader
Staff Responsibility	No
General Overview of position	<p>To provide effective desktop support and customer service to Littlefish contract customers, for desktop/laptop/printer/application issues and administration. To communicate effectively with the customer and manage queries in line with Littlefish standards and customer specific SLA's. ROTA Shifts Monday- Friday between 07:00-23:00</p> <p>The Service Desk is a multi-lingual service. Language requirements include fluent <u>English, Portuguese, Spanish, German, French and Italian.</u></p> <p>Rotated Shifts – Monday to Friday, between 07:00 and 23:00 (based on Customer requirements)</p>
Main duties & responsibilities	<ul style="list-style-type: none"> ● Provide 1st / 2nd Line desktop support and customer services to Littlefish contract customers, in line with personal skill sets. Resolve issues in a competent manner, whilst communicating professionally with the customer and other members of the team. ● To prioritize, progress and resolve queries and service requests assigned to the individual in accordance with standard and customer specific service level agreements. ● To be responsible for completing specific projects as designated by the Service Management Team. ● Make effective use of all personal and team time during any periods of inactivity. ● Maintain personal qualifications and skill sets and ensure training is completed in line with business and personal needs. <p><i>It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</i></p>

Other duties	Other such reasonable duties within the general scope of the job role, at the team/ line managers direction.
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Person Specification

Essential	Desirable
<p>Education/Qualifications:</p> <p>Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics.</p> <p>Experience:</p> <p>Previous experience of working in a Service Desk/ Customer Services support role.</p> <p>Be able to demonstrate IT related problem-solving skills IT desktop support working across a range of technologies including Office 365, Exchange 2013, Windows 8 &10, and Active Directory.</p> <p>Demonstrate collective responsibility and individual accountability:</p> <p>Behaves in a professional manner at all times Exhibits commercial awareness Excellent face to face communication skills. Good telephone communication skills. Good written communication skills. Operates well un-supervised Ability to supervise other less experienced team members Assesses risks effectively and the implications of his/her actions/advice to Littlefish and customer Prioritises tasks to achieve SLA's</p> <p>Deliver on commitments:</p> <p>Takes ownership willingly Able to remain calm under pressure Manages customer's expectations effectively Can explain highly complex technical issues in "lay-man's" terms Proficient fault finder and problem solver. Flexible and adaptable to changing environments</p>	<p>Education/Qualifications:</p> <p>Customer Services Qualification. Any Relevant Microsoft Certifications.</p>

Strive to be flexible:

Willing to work flexible hours as and when the need arises to cover shift patterns

Show mutual respect:

Is proactively innovative

Is logical in approach

Takes a long term view

Is helpful, fair and demonstrates a "give and take" attitude.

Good time keeper

Demonstrates mutual respect for own and other team members

Works as part of a team

ISO Accreditations:

Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures.

Document Control

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Version Control

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0.00	Monica Fernandes	Released	08/12/2020

Job Levels

Career Framework	Front Line Teams
Definition	Brings fundamental knowledge in own area of specialism and works in a customer facing environment
Contribution to Success	Works autonomously to deliver their own output or service based on specific standard or guidelines within their set department
Communication	These roles ensure that our services are provided to our customers / internal stakeholders
Expertise	Will follow well established work routines with skills gained through job related training and considerable work experience within specific department. May start to develop skills within a professional qualification
Leadership	Will receive direct supervision from their departmental line manager, usually a Team Manager or Manager
Values Statement	Demonstrates excellent behaviours in line with our values. Is encouraging and optimistic with colleagues and consistently strives to be a great team contributor

littlefish

managed IT services

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