

TOGIP

Job Description

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| Job Title: | First Line Service Desk |
| Department | Client Services |
| Reporting to: | CEO |
| Salary: | Salary from £18K – 24K pa depending on experience. |
| Benefits: | Pension, 13th Salary, ½ Day Holiday for Birthday, Expenses, Statuary Holiday (20 + 8 Days), Parking, Fresh Fruit and Hot Beverages. |

Introduction:

We are looking for a competent person to support our growing list of hotel software clients. The role requires you to provide daily software support, assisting in troubleshooting issues and resolving them as quickly as practicably possible. The objective is to deliver an excellent standard of software support in alignment with the company's customer support agreement and service level expectations. The ideal candidate will be focused on giving excellent service to clients, with a friendly and approachable manner. They will be professional, punctual and able to deliver the service within the company's expected targets.

Key Responsibilities:

Service desk support

Managing client relationships

Key requirements:

This is a 100% client-interactive role and the right candidate will have:

- Excellent verbal and written communication skills are necessary as they will be required to document and report on support call outcomes. *
- Experience in hotel/leisure/travel industry or a software company. Min 1 year. *
- Basic mathematical skills. *
- Client accounting experience is preferable.
- The ability to prioritise their own work and self-motivate.
- Punctuality.
- Diplomacy and patience.
- Excellent computer skills.
- Clean driving licence.
- They may be required to travel to clients' premises across the country or attend meetings or industry events.
- Minimum 1 Year Software support Experience*

Working hours:

Monday to Friday 9am – 5.30pm

On-call Monday to Sunday 5.30pm - 9am

The on-call requirement will be part of a rota dependent on the number of team members.