Service Desk Analyst

As a result of continued growth, we require an additional Service Desk Analyst to join our team in Belfast.

As part of the client support team, you will be tasked with providing first line technical support, ticket logging and ticket resolution support to our key client accounts.

This is a key support position which requires the ability to communicate clearly and confidently, whilst demonstrating a customer first approach and capability across a range of product and platform service provisions.

Responsibilities:
- First point of contact for customers (telephone and email)
- Logging incidents and service requests from customers received via telephone, email and customer portal and process accordingly.
- Provide excellent customer service.
- Escalation of tickets to appropriate internal support team.
- Update clients on progress of tickets.
- Ensure that practices and processes exist and when it is possible are standardised and repeatable, safeguarding continuous improvement and maintenance.
- Identify incident trends and processes for improvement.

Essential Criteria
- Minimum 1 years' experience of working in a service desk support role
- Effective oral and written communication skills
- Excellent organisational skills
- Logical thinker and problem solver
- Proficient knowledge of desktop applications including MS Office

Desirable Criteria
Awareness or qualification in ITIL framework

As well as a competitive salary, we offer continuous professional development opportunities and a range of other benefits including a contributory pension scheme and healthcare plan.

By joining our highly skilled team, you will get the opportunity to think creatively and work on a wide range of interesting and challenging projects in the e learning and digital media field.

To apply for this role, please send a brief introduction outlining relevant skills and experience against the essential and desirable criteria, and a detailed curriculum vitae to info@aurionlearning.com

About Aurion Learning

Aurion Learning is a multiple award-winning digital learning with more than 20 years' experience in technology enabled learning.

Specialising in the design of customised eLearning, we work with organisations across all sectors, nationally and internationally to deliver high quality **learning that works.**

Learn more about us at www.aurionlearning.com