

## JOB DESCRIPTION

**Job Title:** Service Desk Engineer  
**Location:** Sheffield, South Yorkshire  
**Salary:** TBC

### Role

Opus provide IT support, software development and telecoms solutions for businesses in many different sectors. You will gain exposure to a wide range of technologies, solutions and many industry specific applications. Your primary role will be to provide technical IT support and advice to our customers based predominantly in the Yorkshire area but throughout the UK working closely with the other members of the support team ensuring Service Level Agreements are met. The role will be office based however may offer remote working after the probationary period. The role is very customer facing, the successful candidate must demonstrate excellent personal skills and needs to be articulate with good written skills.

### Terms

The position is full-time with a 6-month probationary period. The working week will be Monday to Friday either 8:30am-5pm or 9am-5:30pm including a 1-hour lunch period per day. You will be entitled to 20 days holiday per year with the potential for this to increase.

### Key Attributes

You will need to be articulate, confident, and organised. It is essential you can prioritise effectively and integrate into part of the existing remote support team, working to ensure new projects are delivered on time and ensure customer service level agreements are maintained.

### Main Requirements

- Work as part of the remote support team diagnosing, resolving & escalating customer support issues. Ensure that tickets which are escalated to Field engineers are handed over properly and followed up until completion and to the satisfaction of the customer.
- Ensure customers are receiving regular feedback and updates on their issues.
- Ensure the service desk is kept up to date with progress on outstanding tickets.
- Ensure internal documentation is kept up to date.

### Key Skills

- ADSL / Print Server / Router & Firewall configuration
- Experience with Microsoft Exchange 2010/2013/2016 (useful not essential).
- Experience with Microsoft Office Products/365.
- Experience with Microsoft Windows Server
- Hardware diagnosis & problem solving – take part in workshop repairs.
- Microsoft Certified Professional or above (useful not essential).
- Understanding of TCP/IP and DNS.
- VPN principles & setup
- Software / programming experience (useful not essential)
- Hold a UK driving license (useful not essential).

