

<b>Job title:</b>	1st Line Technical Support Advisor
<b>Department:</b>	Technical Support
<b>Reporting to:</b>	Head of Operations
<b>Direct reports:</b>	N/A
<b>Peers:</b>	Technical Support Advisors
<b>Technology:</b>	Microsoft Office Applications, Email Applications, Outlook Config, SMTP, DNS Records, Operating Systems
<b>Location:</b>	The role is based in our head office in Hessle near Hull

**Role purpose**

To participate in the operation of a busy 1st Line Technical Support department.

**Responsibilities & accountabilities**

- Analyse and take ownership of incoming support tickets, communicating with the reseller and working towards a resolution
- Where necessary escalate to 2nd line support, providing accurate and detailed description of the problem, diagnostic steps already carried out, etc.
- Ensure that problems are resolved within stated Service Level Agreement targets
- Liaise with 3rd party suppliers to ensure communications are processed and incidents updated

**Essential experience & skills**

- Solid technical support experience in a customer-facing role
- Ability to quickly learn about products and services.
- Strong written, verbal and interpersonal skills.
- Accomplished user of Microsoft Office.
- Excellent customer service skills.

**Desirable experience & skills**

- Experience of working in the CSP or Technology Industry.
- Microsoft Cloud Services support skills.

**Personal attributes**

- Flexible attitude and approach.
- Team player.
- Ability to work effectively under pressure and to deadlines.
- Excellent organisation and time management skills.

**Giacom values**

- We are trusted experts in our field
- We pride ourselves on keeping things clear and simple
- We put our customers at the centre of everything we do
- We make Giacom a great place to work
- We are innovative and forward thinking