

Service Desk Analyst – London – Permanent

Salary Band £24,107- £29,330

INTERVIEWS WILL TAKE PLACE ON 13 and 14 JANUARY 2015

THE ORGANISATION AND THE ROLE

The Houses of Parliament ICT Department is currently looking for a number of first-line ICT Service Desk Analysts to join our busy team in the heart of Westminster.

This is your chance to play a key role in supporting Parliamentarians and their staff in the important role of running both Houses of Parliament during an Election Year. This will involve providing a high-quality customer advice and support service via telephone, email and face-to-face. You can expect to deal with a broad range of work in a diverse variety of environments, but while no two queries are exactly the same, you will have the attitude and ability to deliver a consistently first-class service. Working PICT will be bring in contact with industry leading technologies and may in the long term may bring opportunities to progress you ICT career in other areas of PICT.

As you can imagine, your strong advisory skills must be combined with good business, customer engagement and technical experience gained within a Service Desk environment or a similar Customer Service role. Your technical knowledge will span standard business computers, mobile devices, operating systems and office productivity tools. This is an environment where keeping our customers updated on the resolution of their issues is essential, so you will have excellent communication skills and an approach that guarantees real confidence in your work.

YOUR SKILLS AND EXPERIENCES

We are currently looking for someone who has:

- An excellent command of the English language both spoken and written, to handle inbound calls in a clear and professional manner.
- Ability to provide excellent customer service to ICT users offering advice, support and solutions either over telephone and/or face to face. Please highlight any areas you have gained Customer Service Experience be it in an ICT environment or other environment such as retail or hospitality.
- A strong interest in discovering and learning about new technology and its application including a good technical knowledge of standard computers, mobile devices and associated operating systems and office productivity tools.

SALARY AND BENEFITS

We offer a comprehensive benefits package including:

- generous annual leave (starting from 28 days pro rata)
- excellent learning and development opportunities,
- childcare voucher scheme, on site nursery,
- season ticket/bicycle loans,
- discounted restaurants,
- contributory pension scheme,
- in house gym,
- consideration given to candidates who wish to work part-time or as part of a job share;

HOW TO APPLY

Please ensure that you send your CV with a covering letter. Your CV should demonstrate broadly how you meet the Customer Advice & Support Analysts job description. **Your covering letter must specifically address the 3 required skills and experiences listed below**

- An excellent command of the English language both spoken and written, to handle inbound calls in a clear and professional manner.
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- A strong interest in discovering and learning about new technology and its application including a good technical knowledge of standard computers, mobile devices and associated operating systems and office productivity tools.

Your application will not be considered if you do not submit a covering letter.