Support Desk - 1st Line Technician

NGC Networks are rapidly expanding experts in telecommunication solutions. We supply companies with business telephony, unified communication, contact centres and data products. NGC provide unrivalled customer service to our clients with excellent levels of project delivery with our PRINCE2 projects team.

This is a fantastic opportunity to join a progressive company at an exciting time of growth and to be an integral valued part of NGC's progressive team.

In this role the candidate will report directly to the Support Desk Team Leader. In house training will also be provided.

Role and responsibilities:

- Provide 1st line support to NGC customer base for software, hardware and support services
- Provide operational and administrative support to the Technical Services Team
- Take customer support calls and log tickets on MS Dynamics CRM system
- Provide 1st line support and escalate to colleagues where required
- Help with stores and hardware stock levels
- Assist with organising equipment delivery to customers and suppliers
- Ad-hoc support will also be required from time to time with other areas of the operations team and across the company, such as: provisioning, sales support, mobiles and billing

Required skills and capabilities:

- Excellent customer service skills, understanding that the customer is at the forefront of everything we do
- An interest and desire to work in ICT and Telecoms
- Comfortable with speaking to customers in a professional and courteous manner
- Enthusiasm and aptitude for logical problem solving
- A desire for self-improvement and to progress a career in engineering
- Strong self-starter, self-motivated, ability to work as an individual or within a team environment
- Have great verbal, listening and written communication, as well as relationship and rapport building skills
- Good IT Skills, Microsoft office suite components.

If you are interested in this role, please email: **workplacements@wakefield.ac.uk** with your CV and cover letter stating why you think you are the right candidate for the job role.

This will then be forwarded to NGC Networks with a view to interview and start at the end of your course.