

G2 Speech is on the lookout for a talented and motivated Second line Service Desk Consultant to join our Service Team. Do you have a passion for efficiency through IT solutions, with a detail-oriented way of working? Do you have a willingness to interact with stakeholders at all levels?

Second line Service Desk Consultant and Internal IT support

Base: Leeds, UK

Hours: Full-time

Degree: Bachelor or Master degree

OVERVIEW

As a Second line Service Desk Consultant you are an expert of our speech recognition and workflow products. Your advice to customers will be highly valued with more complex IT-questions and you are able to translate technical information to understandable and clear information.

Your primary responsibility will be providing services and you will work closely with the Project Team to deliver the best viable solution to customers. You will also be supporting your colleagues with IT related questions and issues, and the application management of our most important internal information systems to improve service and processes to the company.

WHAT WILL BE YOUR KEY RESPONSIBILITIES AS A SECOND LINE SERVICE DESK CONSULTANT?

- Advise customers with more complex, second line queries on our products
- Flexible and pro-actively handle incoming and unresolved customer queries and service questions
- Perform IT system health checks at customer sites and consult on improvements to use our solutions
- Being able to have SLA meetings with customers and strive to a consultative approach
- As a customer contact person, have a direct line with the account management team to drive commercial opportunities to grow the business
- Support on internal IT related questions and issues from colleagues
- Application management of some of our internal information systems to add value to the business
- Support on our Azure Cloud environment hosting our products for customer environments.

JOB REQUIREMENTS

DO YOU HAVE THE RELEVANT QUALITIFICATIONS OR EXPERIENCE?

We are looking for someone with a mixture of the below qualifications or willingness to learn about:

- Microsoft 365 Certified (Modern Desktop Administrator Associate, Security Administration, Azure Administrator Associate)
- ITIL-foundation certified or comparable experience
- Background in IT, experience in setting up (Microsoft) modern desktop environment and Azure Cloud environment
- Experience in Virtualisation techniques (VDI, Citrix, VMware)

WHAT ARE ESSENTIAL AND DESIRABLE SKILLS?

- Bachelor or master's degree
- Excellent English communication and technical writing skills
- Knowledge of the Dutch language is beneficial
- Analytical and structured mind
- Commercial awareness.

JOB OFFERING

WHAT ARE WE OFFERING?

At G2 Speech we want to look after our people too. You will be joining a passionate, motivated and international team with short and direct lines of communication.

On joining, you will receive an induction plan to make sure you understand our systems, processes and solutions. You will have regular catch-ups with your manager, service team and other teams to ensure you have the right knowledge to perform your role. Internal as well as external education and training can be provided to progress in your role.

G2 Speech provides a competitive salary and pension programme.

WILL YOU BE JOINING OUR TEAM?

If you would like to learn more about this vacancy, please get in touch with Gerard Mesman on 003140 295 2877.

If you think you are the perfect fit, please send your cv and cover letter to G.mesman@g2speech.com before 28 February 2021.