

JOB ADVERTISEMENT – SERVICE DESK CO-ORDINATOR

Company: Damovo

Job Title: Service Desk Co-ordinator

Hours: Out of hours shift work – nights and weekend

Role Type: Permanent / Full Time

Reporting to: NOC Team Leaders, Ana-Maria Brancovan, Bartosz Lukasik

Geographical Remit: Global

Location: Warsaw, Poland

Overview:

Are you looking to build your career by providing world class customer support in the fast paced, dynamic world of UC?

Do you have an interest in working in a network operations centre, gaining exposure to next generation UC and networking technologies whilst also working with some of the largest technology partners and multinationals across a multitude of cultures and geographies? Do you have a flair for providing technical diagnostics and administration of telephony and Avaya UC system's ensuring that customer excellence is achieved?

Do you want the opportunity to gain greater experience and on the job training by working closely with some of the most experienced level 2 and level 3 technology engineers.

If you are an enthusiastic individual with excellent communication skills (both written and verbal) and have the ability to take a logical approach to problem solving, then you'll be excited by all that Damovo has to offer.

About Damovo:

Damovo delivers technology-enabled business efficiencies to enterprises around the world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Managed Services.

Damovo has regional offices across Europe and a global capability spanning over 100 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Key Responsibilities:

This is an exciting opportunity for a Service Desk Co-ordinator to join a team of experienced engineers, with the opportunity to grow into a NOC engineer.

- Providing service desk management for our global customers on a number of core technologies.
- Responsible for logging and capturing information for all calls reported to the service desk via telephone and email.
- Responding to monitoring alerts to identify and take appropriate action to avoid service impact.
- Providing incident and change management for our customers across the globe.
- Maintaining all relevant service management system tickets, inventory and other data.
- Ensuring incidents, service requests and maintenance tasks are managed within customer SLA's.
- Avaya UC and telephony system administration including software moves, adds and changes.
- Completing UC and telephony system routine maintenance checks.
- Diagnosing and resolving software, hardware and usage issues.
- Provide a technical response to incidents and service requests, achieving immediate resolution where possible or alternatively performing diagnostics to identify the best possible escalation path whilst ensuring effective handover of diagnostics carried out to date and results.
- Apply all company and departmental policies, procedures and work instructions to their daily tasks and proactively contribute to improving these where possible.

Whilst the role is desk based at one of our 7 x 24 network operations centres, the successful candidate will be working remotely on tickets and change requests on sites around the world.

Person specification:

- Excellent communication skills both written and verbal.
- Ability to work to SLAs in a fast paced environment.
- Strong customer service focus.
- Ability to deal with difficult situations in an effective manner.
- Strong problem solving and attention to detail skills.
- Excellent time management.
- Previous experience working within an IT service desk support position.

Candidates must have fluent English and a second language (we need most European languages).

Additional experience beneficial but not mandatory:

- Experienced working in an Avaya UC customer support environment.
- Experience of working on Avaya UC –Aura and IPO Systems.
- Documentation and reporting skills.
- Any additional Avaya certifications as:
 - AVAYA Aura Basic Administration
 - AVAYA Aura Communication Manager Administration
 - AVAYA IPO Basic Administration/Implementation
 - ACSS " Avaya Certified Support Specialist
 - ACIS " Avaya Certified Implementation Specialist
- CCNA / Cisco Certified Network Associate (R&S)
- Cisco LAN switch configuration
- Experience with Cisco ASA, security products, CUCM,
- Practical experience of router and switch configuration, Good Cisco software and hardware troubleshooting skills

Our proposition to you:

- Excellent base salary and benefits.
- Night and weekend work on a shift schedule.
- The opportunity to gain exposure to ever advancing UC and networking technologies working with best in breed technology partners.
- The chance to expand your technical knowledge in a world class network operations centre providing customer excellence whilst expanding your network globally.
- The opportunity to become an integral member of a large team of engineers who will receive on-going training and exposure to more experienced engineers.
- The opportunity to join a growing, global organisation that wants you to succeed and grow.

If you find this opportunity of interest, please send your CV to Anamaria Brancovan at Anamaria.Brancovan@damovo.com.