

United Arab Emirates Jobs Expertini®

Technical Service Desk Triage Support Analyst

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Company: British Educational Suppliers Association (BESA)

Location: dubai

Category: other-general

Technical Service Desk Triage Support Analyst
Analyst Band 3 – Starting at FTE £21,028 per annum
Date Ending September 11, 2023
A comprehensive induction programme to prepare you for your role. Training provided by accredited coaches helping you to learn all things technology related for schools and settings. A hybrid work environment where you are continually learning and supported technically to fulfil your potential. We really live our company values and ensure that each of our team members feels appreciated, respected and part of a supportive team. We love to invest in our own talent and your development is just one of the things we are passionate about at HFL. This is a Monday – Friday role with no shifts! As a Technical Service Desk Triage Support Analyst at HFL you become part of the wider school family, building trusted relationships with customers and colleagues, and working collaboratively within the team to provide an outstanding service. You will manage customers' expectations ensuring that tickets are logged, progressed, and resolved in a timely manner, that they're also kept up to date on the status of their outstanding tickets in line with agreed Service Level Agreements (SLAs). Opportunities to support maintenance work during school holiday periods. 28 days paid annual leave (rising to 31 days after 5 years' service). Industry-recognised qualifications to boost your employability and promotability. 10% employer contributory pension scheme. Annual performance bonus (dependent on business profitability). HFL Reward Scheme, providing discount on hundreds of retailers for fashion, travel, electronics and much more. Continued support to help you fulfil your potential – you'll keep advancing your technical skills throughout your career. Enthusiasm, passion and a

willingness to learn and develop new skills and technologies.Excellent communication skills to deliver an outstanding service.Someone who can work as part of a team but independently too.A positive and proactive attitude.Committed to providing a great customer service experience.How to applyShareSign up for updates from BESASalary: Competitive Location: Dubai, United Arab Emirates Contract:Permanent, Full time (40 hours per week) Cambridge Partnership for Education (CPE)...Do you have experience of working with school governing boards? Have you ever considered using your skills to support and...

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