

Position: IT Desktop Support | Job No. 5123

Location: London (EC4 postcode), UK

Type: Contract

Rate: Competitive/Flexible GBP Daily Rates Requested

Start: Immediately or within 30 days from offer

Job Description

We are looking for a motivated and customer-focused individual to join a IT Desktop Desk team. As a vital member of this team, you will provide technical support to internal customers. You should possess a combination of technical and customer service skills to ensure that our customers receive the help they need in a timely and professional manner. The ideal candidate for this position should have excellent communication, problem-solving, and troubleshooting skills and be knowledgeable in a range of IT products and services. We are looking for a team player who pays attention to detail and is able to work efficiently in a fast-paced environment.

Required Qualifications:

- Bachelor's degree in Computer Science or a related field
- At least two years of experience in an IT Desktop Desk role
- Understanding of IT and computer concepts
- Strong customer service and communication skills
- Ability to multi-task and prioritise
- Proficiency in Microsoft Office Suite and Windows operating systems

Responsibilities:

- Provide technical support to internal customers in a timely and professional manner.
- Troubleshoot and resolve technical issues.
- Demonstrate excellent customer service and communication skills.
- Maintain knowledge of a range of IT products and services.
- Work efficiently in a fast-paced environment.
- Pay attention to detail and follow-up with customers.
- Maintain customer data records.
- Monitor service desk ticketing system.
- Coordinate with other teams to resolve customer issues.
- Ensure compliance with company guidelines and policies.



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The employer celebrates diversity and are committed to creating an inclusive environment for all employees. They do not discriminate based upon race, religion, colour, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Please express interest by email to sanjay@frs-online.com adding Job No.5123 in the subject-line after providing your update on required seven points below:

1. CV with full contact details (email, telephone including current city & country):
2. Availability (earliest start date or current notice period):
3. Expected GBP/£ Daily Rate:
4. Nationality:
5. What is your eligibility to work in the UK:
6. If eligible to work based on Visa what is Visa Name & Expiry Date:
7. Date/Time availability slots for a potential 10 / 15 minutes Screening Call

Employer Name & Website Emailed In Reply To Expressions Of Interests