



First Line Support Helpdesk Engineer

Full time

About the role

We are currently looking for a First line support IT Project Coordinator to join the team based in our Cornhill offices. This is a great opportunity for someone with 6-12 months experience, who is looking to expand their skills, whilst working in a forward thinking, supportive environment.

Is GE right for you?

A dynamic and evolving organisation which puts individuals at the heart of its business. We provide exciting opportunities across our firm, enabling our team to achieve new heights in their career. Here you will be challenged, supported and most importantly heard, enabling you to develop your skills and grow professionally and personally.

You will receive hands on training, personal development and support from leading and seasoned practitioners, partners and experts in their field, enabling you to quickly grow your knowledge and expertise and excel in your chosen career.

How we give back

To ensure our employees know how much we value their hard work, we offer an extensive benefits and perks package. Our package covers your lifestyle, health and wellbeing, development and finances. How about an additional day off to celebrate your birthday? Or utilising our in-house mentoring scheme? And access to our Work Life Well platform? These and many more perks are included in your GE employee benefits pack. To see the full list, [click here](#).



What will the role entail?

Responsibilities

- Answering incoming calls, chats and emails
- Ensuring all queries / issues are logged accurately on a ticketing system regardless of source
- Working on support tickets either directly or through managed escalation
- Following agreed resolutions where available
- Managing assigned tickets to an SLA
- Ensuring users are kept up to date throughout the resolution process, regardless of the resolving agency
- Fully documenting all activity, using the ticketing system
- Continuously contributing towards service guides and knowledge, including authoring new resolutions from scratch
- Learning and understanding products and resolutions in depth
- Pro-active floor walking if needed to attend to issues arising or deliver spot-training

Requirements

- Excellent telephone manner and face-to-face communication skills
- Strong ability to follow agreed resolutions and help suggest new ones
- Moderate understanding of PCs, networks and communications, browsers and the Microsoft application stack
- Ability to learn about vertical applications specific to the firm, and the processes around the use of these (for example products from CCH, and understanding the principle of a document management system)
- Thorough appreciation of data sensitivity, privacy and security
- Excellent time management
- Excellent spoken and written English
- 6-12 months working in an IT support environment.

Want to learn more about life at GE?

Use the QR code below to hear what our team have to say.

