

# Job Description

Role Title	ICT Helpdesk Consultant
Reports To	Technical Manager
Department	Technical Support

## Overview

- ▶ This is an exciting opportunity to become part of Pinnacle's ICT support team.
- ▶ As an ICT support professional, you will be key to our drive to guide our key clients as they look to enhance and modernise their working environments.
- ▶ The role is full time (Mon-Fri) and based from our London office.
- ▶ Pinnacle offer hybrid working, so the role will be a mixture of working from home and office, as well as visits to client sites.

## Essence of Role – Key Accountabilities

A key helpdesk and consultant role supporting clients who have their ICT infrastructure managed by Pinnacle:

- ▶ Responding to support queries via ticketing systems and telephone
- ▶ Regular site visits to key London based clients
- ▶ Escalation point for designated clients
- ▶ Assisting the projects team with installations and deployment
- ▶ Runbooks – ensuring your key client environments and information is fully documented and up to date so that other team members can support them in your absence.
- ▶ Ensuring internal asset and support platforms are kept up to date with client information.
- ▶ Audits – performing audits and resilience assessments of client's systems - identifying areas of improvement and presenting solutions.
- ▶ Roadmaps – working with your clients to future proof their ICT environments.
- ▶ Building a rapport with your clients and unearthing opportunities, working with Account Managers for positive outcomes.
- ▶ Excellent communication both internally and with clients.
- ▶ Knowing when to escalate to senior technical staff.
- ▶ Internal support for our own ICT products and services

## Person Specification

### Competency / Performance Driver

- ▶ A desire to deliver first class customer service, with a can-do attitude and willingness to go the extra mile.
- ▶ A clear and precise communicator, both with colleagues and clients.
- ▶ Strong attention to detail and precision in your work.
- ▶ A positive and enthusiastic team player.
- ▶ Excellent time management, efficiency, and organisational skills.
- ▶ A passion for expanding your knowledge, becoming an expert in our core product range and the determination and a commitment to continuously improve.
- ▶ A problem solver who thrives in a high pace environment and copes well under pressure.
- ▶ Ability to guide and develop key clients and to help ensure that they adopt our preferred technologies.
- ▶ Assertive and confident in escalating / asking for assistance when appropriate. Knowing your knowledge limitations.

### Technical / Professional Expertise

- ▶ 1+ years' experience of consultant level support, including working directly with senior stakeholders.
- ▶ 2+ years ICT Helpdesk support experience.
- ▶ Knowledge of and ability to support our core technology services below.
- ▶ Good knowledge of networking (routers, switches, WLAN, WAN access).
- ▶ Ability to support Windows Server and Desktop clients.
- ▶ Experience with Microsoft Office 365 (to include Admin Centre, Azure AD, Intune, email, SharePoint, OneDrive and Teams)
- ▶ A clear DBS so that you can work with our education clients.

### Our Core Technology Services Include

- ▶ Microsoft 365/Azure AD
- ▶ Cisco Meraki Networking
- ▶ 8x8 Telephony
- ▶ Teams Telephony
- ▶ Google WorkSpace
- ▶ Leased Line Connectivity
- ▶ Cellular Connectivity/Mobile Telephony
- ▶ Windows and Mac OS

## About Us

Operating since 1999, Pinnacle are an IT and telecommunications service provider. We offer businesses and schools a way of making their technology simple and safe in the hands of our experts.

IT, connectivity, telephony, and mobiles seamlessly integrated to maximise efficiency and drive their business forward. There's only one number to call for expert advice and assistance, there's one team whom they know and trust and there's one invoice each month to process.



### Our Vision | Where we want to go

- ▶ To continuously surpass customer expectations, realise employee potential and become the ultimate choice for businesses seeking one provider for all their technology needs.



### Our Values | The way we do business

- ▶ Be exceptional, continuously improve – Pinnacle staff should always seek to exceed customer expectations.
- ▶ Be an expert, embrace technology – We should be specialists in all the solutions we deliver, creating real value through innovation.
- ▶ Be fair and ethical – Work in partnership with our customers, building relationships based on trust and mutually positive outcomes.



### Company Benefits

- ▶ Quarterly KPI bonus
- ▶ 6% employer pension contribution
- ▶ Mobile packages at cost price
- ▶ Hybrid working
- ▶ Birthday off each year
- ▶ Additional days' annual leave every year (up to maximum of 5)
- ▶ Paid sabbatical leave after 10 years of service then every 5 years after that.