

Service Desk Analyst

Data Interchange is a global leader in providing expert EDI and eBusiness solutions. For more than three decades we have been creating connections between businesses and have helped thousands of satisfied customers all over the world to do business electronically. While people trust us for our technical capability and specialist EDI experience, it's our approach that really sets us apart. Data Interchange was founded on the idea of finding brilliantly simple solutions to the challenges businesses face every day. We are looking for a committed Service Desk Analyst who would like to help us take great care of our customers and join the team in Peterborough.

The role:

Job Title:	Service Desk Analyst
Reporting to:	Head of Service Desk
Location:	Peterborough
Role:	Permanent, full-time
Shift:	4 on 4 off 12-hour shift pattern covering 365 days a year
Salary:	Competitive + additional shift allowance

As part of the service desk team you will act as the primary point of contact for supporting customers and users of all of Data Interchange's solution set. You will establish good customer relationships and maintain those relationships by offering first rate customer service, using all forms of communication available. You will also be responsible for coordinating internal and external communication with key stakeholders and customers on incidents affecting all of Data Interchange's services.

Key responsibilities:

- Acting as the primary contact for customers you will log and resolve requests and incidents in line with customer SLA's and appropriate processes. Where necessary, you'll escalate these incidents and requests to the relevant areas within the business.
- Investigate and resolve service alerts raised for all Data Interchange services within agreed SLAs.
- Communicate any impact related to Data interchange services to the Head of Service Desk and all relevant Stakeholders.
- Ensure process documentation is up to date and accessible to the Service Desk Analyst Team.
- Work with fellow team members to facilitate onboarding and training of new staff. Share knowledge within the Technical Services department to maintain knowledge levels and improve the team's performance.

Ideal candidate:

You will be able to demonstrate an ability to investigate issues in an analytical and methodical fashion. You will possess excellent communication skills and be able to clearly articulate yourself, both verbally and in writing. You will have a commitment to continued professional development as well as proven customer service experience.

Why work at Data Interchange?

As well as great rates of pay, we offer comprehensive benefits package, including individual training budget, subsidized gym membership, cycle to work scheme, as well as a company life assurance and pension plan. Our employees also benefit from 25 days holiday plus bank holidays, Perkbox subscription, and free parking. Learn more about working for Data Interchange by visiting our page <https://www.datainterchange.com/en/Home>.

How to apply:

If you would like to join Data Interchange team, please apply by sending your CV to careers@datainterchange.com by 31/08/2019.

Data Interchange is equal opportunities employer – Minorities / Disability / Female