

Jr. Service Desk Analyst (Nightshift)

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Company: Auxis

Location: Barranquilla

Category: office-and-administrative-support

Jr. Service Desk Analyst (Nightshift)

Location CO-Barranquilla Posted Date 3 hours ago(1/16/2024 1:08 PM) Job ID 2024-3086 #

Positions 1 Category ITO

Job Summary

The Junior Service Desk Analyst (L1) serves as the initial point of contact for users contacting our IT Service Desk, delivering the highest level of customer service. In this junior role, the analyst initially focuses on a single account, gradually building expertise before handling multiple accounts. Responsibilities include promptly addressing incoming calls, chats, and tasks, documenting all details within our ticketing system, and utilizing a knowledge base tool, in conjunction with their basic knowledge, to resolve tier 1 requests. When necessary, the Service Desk Analyst escalates unresolved issues to our dedicated tier 2 and 3 support teams. Their role involves applications, hardware, network, and telecommunications systems, as well as delivering essential desktop support services.

Responsibilities

Manage and organize the Incident and Request Queue for Auxis clients, ensuring tickets are assigned correctly.

Serve as the initial point of contact for customers and provide solutions to their issues.

Escalate unresolved queries to the next level of support as needed.

Guide customers through troubleshooting process effectively

Follow up with customers to ensure high-level satisfaction and issue resolution.

Exceed customer expectations by delivering exceptional customer service.

Maintain detailed case records, documentation, and ensure cases are closed efficiently.

Identify and recommend procedure modifications or improvements.

Update or create Knowledge Base Articles to ensure accuracy in Service Desk procedure.

Stay updated on relevant product offerings, current support policies, and methods of support delivery to provide technically accurate solutions to users.

Perform other related tasks and responsibilities as directed by the Auxis Service Support Team Lead or designated personnel.

Additional responsibilities include:

Comply and adhere to Auxis operational processes and security policies.

Use Auxis Service management tools for Incident, Problem, Change, and Configuration management.

Use Auxis monitoring and management tools for the devices and infrastructure applications.

Attend all operational and project (ad-hoc) related scheduled meetings as required.

Adhere to the working hours at the client sites or as determined by the Auxis Workforce.

Skills and Experience

Experience:

Familiarity with basic network knowledge and troubleshooting, network-shared printers.

Basic Hardware troubleshooting skills.

Completion of an internship in a business-related environment. (Nice to Have)

Education:

A high school diploma is a prerequisite for this position.

Pursuing a degree in computer science, Engineering, IT or equivalent working experience.

(Nice to Have)

Language Skills:

Proficiency in English and Spanish (Oral and writing at 85% or higher), with a minimum of B2+ level proficiency in both languages being a requirement.

About Auxis

Auxis prioritizes employee growth and development to help you advance your career. Auxis' culture empowers you to be your best in the interest of a common team goal. We are constantly striving to improve our culture and environment and have invested in tools to continue to have better visualization of the pulse of our organization.

Benefits

Health benefits including medical, vision, and dental.

Asociacion Solidarista

Training and development programs

Employee recognition program

Paid time off and family-paid leave

Paid day off for your birthday!

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