

Senior Service Desk Mitel Engineer

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| Reports to: | Service Desk Manager |
| Department: | Operations |
| Contract Type: | Full Time - Permanent |
| Location: | Gate House, Rivington Street, London EC2A 3SB |

Charterhouse Voice and Data (CVD) is a multi-award-winning solutions integrator of unified communications and document management services. We're passionate about delivering genuine value to our clients and strive to exceed expectations in everything we do. We have established an industry wide reputation for pushing the boundaries of technology for over 25 years

We have a dynamic product and solutions portfolio that spans a range of technologies within voice, data, mobile and managed documents. These are all supported by a broad portfolio of technical and professional services that support our customer's business needs and priorities.

We are looking for talented highly motivated people. We understand that the key to our success is our people. For this reason, we are committed to attracting and retaining the best possible candidates. Therefore, we offer a fun, innovative and fast paced environment where career development, reward and recognition are priority.

If you want to join a business passionate about technology and our customers, credible in the market with a stimulating working environment then we want to speak to you

Our Vision

Excellence in converged voice and data solutions; creating strong strategic partnerships and delivering a great client experience from a stimulating working environment.

Our Values

Respect, Responsibility, Teamwork, Commitment, Excellence and Passion

Role Purpose

This is a Senior Service Desk position to predominately support Charterhouse client portfolio. Along with client support a major part of the role will be to support and develop the 1st line support analysts. Assuring that a knowledge flow and base is created, developed and evolved.

Job Description

The role will be desk based at Charterhouse London Office, it is desk based and an integral part of the Service Desk Team. With the growth of Charterhouse and the move towards working within a full ITIL framework the Senior Service Desk Engineer will be integral in development and evolution of the Service Desk Team.

Duties and Responsibilities

- Responsible supporting Mitel solutions in cloud and virtualised environments plus traditional Mitel hardware deployment.
- Working closely with the Service Desk team and fellow engineers to provide a great client experience.
- Resolve client issues remotely (phone/email)
- Being first point of escalation for the Service Desk 1st line analysts
- Providing knowledge share for the 1st line analysts
- Being responsible for design, implementation and upkeep of knowledge base.
- Ensure internal systems are kept fully up to date with fault call updates.
- Recognition of trends, repeat issues and root cause analysis for Problem Management
- Working in line Service Desk Manager on Incident/Major Incident Management
- Give regular updates to the Service Desk / Stakeholders for any particular client to enable client issues to be managed and resolved as quickly as possible
- Ensure personal accreditations are up to date and appropriate for work being performed
- Occasional site visits when required for continuity in cases and for exposure to new products and software.

Required Competencies (Skills, Knowledge, Experience and Attitude)

Essential

- Must have good communication skills
- 8 years plus experience working on a number of Mitel solutions. This must be in the MCD portfolio.
- Proven track record of working with IPv4 network technologies and exposure to virtualisation.
- Have experience supporting:
 1. Mitel Communication Director (MIVB)
 2. Mitel Border Gateway
 3. Mitel MiCollab
 4. Mitel MiCC Contact Centre
- An understanding of data networking (ideally with HP or Cisco)
- Able to work as a member of a team with engineers, analysts and non-technical staff.
- Readiness to learn alternative manufacturer equipment and applications
- Flexibility to meet last minute requirements.
- Willingness to work overtime when required both out of hours, weekends and bank holidays.
- Good customer service and communication skills (ability to gain the client's trust and share knowledge to support the sales process)
- Excellent time-keeping and flexibility to support business interests

Desirable

- A good networking background.
- An understanding of VMware and installing a base ESXI
- An understanding of HyperV and deploying Mitel applications on this platform.
- Mitel MiCC Contact Centre Multimedia

- Avaya Support and maintenance