



Service Desk Consultant

Job Description

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1. Title, Reporting Line and Revision Date

Type: Permanent

Hours: Full Time

Reports to: Director of Operations (Luxembourg)

Department: Managed Services

Revision Date: March 2022

2. Role Summary

The Service Desk Consultant is responsible for providing front-line primary support to customers (Clients and Internal) of Calligo's infrastructures and Managed Services.

In this capacity the post holder will be responsible for undertaking established and routine activities associated with Service Desk operations as directed by its line manager.

This support is provided via multiple mediums and requires those in this post to be able to communicate effectively via whatever method is being utilised, including but not limited to Calligo's Support systems, telephone, email, web conferencing and written documentation.

3. Key Duties

- Logging, categorisation and resolution of incidents reported by customers of Calligo services
- Effective escalation and handover of Incidents where it is not possible to resolve directly / alone
- Clear, effective communication to customers and colleagues
- Ownership and management of Service Tickets to which they have been assigned.
- Provide reporting as required to line manager.
- Effective and professional handover between team members.
- Complete all work in accordance with the internal compliance procedures
- Create and maintain documentation
- Maintain and develop professional skill set
- Support and knowledge share with other members of the team
- Foster strong working relationships with Calligo's customers
- Perform any other duties as required

4. Skills and Experience

- Good communication skills both written and verbally in French and English
- 2+ years technical experience gained in an internal IT team or within a consultancy
- Proven track record in support methodologies, e.g. ITIL.
- Sound problem analysis skills and an ability to manage and deliver under pressure in a Service Desk environment
- Experienced practical knowledge of Windows Server, Windows Client, Linux, and Active Directory
- Experienced practical knowledge of VMware Infrastructure
- Working knowledge of Microsoft Exchange
- Working knowledge of Microsoft Azure and Microsoft 365
- Notions in networking and security

- Experience designing, installing, configuring and maintaining all types of server, storage and network hardware.
- Previous experience of working in a Customer Services/IT Service Desk role including use Service Desk management tools.
- Experience of IaaS & cloud environments and deployments

5. Competencies

- Enthusiasm, Drive and Initiative
- Ability to work alone and within a team
- Ability to work to deadlines.
- Certifications in Microsoft products.
- Certifications in VMware products.