

IT Helpdesk Coordinator

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Company: mydentist

Location: Kearsley

Category: business-and-financial-operations

IT 1st Line Helpdesk Support Technician

Hours: 37 p/week – Monday – Friday.

Location: Support Centre, Stoneclough Rd, M26 1GG. Hybrid (min 3 days in the office)

Salary: Competitive salary DOE

The Role

Our 1st Line Support - IT helpdesk Technicians play a vital role in maintaining the smooth running of the technology within our practices and therefore ensuring that patients have the best possible care and experience whilst visiting the dentist.

You will be working on a busy IT helpdesk taking calls from Practice Staff, Dentists, and Support Centre colleagues, understanding their queries and prioritising these accordingly and efficiently whilst maintaining a friendly and helpful manner and delivering great customer service.

As an IT Helpdesk Coordinator, your role will include:

Ensuring that all calls are logged accurately and promptly in line with call logging procedures.

Identifying and resolving hardware/software-related problems for example SMS, email, password resets, and basic IT equipment

Providing support and 1st line fixes for our practices relating to telephone and new systems

Ensuring new site queries are handled efficiently and effectively by phone and email.

Collecting site information using email and phone and recording this into central information

systems

Escalating issues as required in line with the escalation process

Working collaboratively with other areas of the IT department and champion 'right first-time' service to maintain a 95% SLA on all IT issues

Educate/reinforce mydentist IT policies and procedures to end user.

Ability to work in a fast-paced, high-pressure environment, answering approximately 40 calls per day

As an IT Helpdesk Coordinator, you will need:

Previous experience in an IT helpdesk role (beneficial)

Previous administration experience

High standard of organisational skills

Able to communicate with various levels within the business

Strong attention to detail

Experience with Microsoft office products

As part of {my}dentist, you'll be joining the UK's leading provider of dentistry, which supports more than 4 million patients each year to get access to the care they need.

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