

Senior

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Company: LTIMindtree

Location: United Kingdom

Category: business-and-financial-operations

Senior

Job Req Id: 1275662 Primary Skill: Service Desk

User query/issue handling. Ensuring user queries or issues are captured, validated, and triaged for further processing.

Communicating with users. Ensuring that various types of information are communicated to users through the appropriate channel(s).

Optimization. Ensuring improvement of the two previous processes through analysis, reviews, and reporting, as well as through automation, competence building, knowledge sharing and other organizational changes.

Identify and diagnose issues and problems

Categorize and record reported queries and provide solutions

Support problem identification

Advise users on appropriate course of action

Monitor issues from start to resolution

Escalate, if needed, unresolved problems to a higher level of support

Provide essential online security advice and support

Systematically interprets user problems and identifies solutions and possible side effects.

Uses experience to address user problems and interrogates database for potential solutions.

Escalates complex or unresolved incidents.

Records and tracks issues from outset to conclusion.

During change, acts systematically to respond to day by day operational needs and react to

them, avoiding service disruptions and maintaining coherence to (SLA) and information security requirements.

Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate.

Maintains records, informs users about the process and advises relevant persons of actions taken.

Min Salary: Max Salary:

Job Segment: Service Desk, Information Security, Database, Customer Service, Technology

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