REST Job Openings (INDIA)

1. Service Desk Supervisor

Job Description

We are looking for a qualified Service Desk Supervisor to join our team. You will be responsible for leading our technical support team to provide excellent customer service and resolve technical issues.

As a Service Desk Supervisor, you should have a technical background combined with customer service experience. A problem-solving attitude with an ability to motivate your team to achieve specific goals are essential skills to perform well in this position.

Roles & Responsibilities

This role Should take responsibility of the activities listed below, and may additionally perform activities related to Service Desk Operations:

- Manage the overall desk activities and evaluate performance of service Desk Analysts

- Act as escalation point for the Service Desk Analysts

- Report to senior managers on any issue that could significantly impact the business

- Representing the Service Desk at meetings where ever necessary

- Take overall responsibility for incident management and request fulfillment on the Service Desk. This could also be expanded to any other activity taken on by the Service Desk – e.g. monitoring and implementation etc..

- Ensuring that staffing and skill levels are maintained throughout operational hours by managing shift staffing schedules, etc.

- Develop daily, weekly and monthly reports on Service Desk team's statistics and productivity reports to senior management

- Liaising with senior management

- Performing briefings to Service Desk staff on changes or deployments that may affect volumes at the Service Desk

- Assisting Analysts in providing first line support when workloads are high, or where additional experience is required.

- Ensure customer service is timely and accurate on a daily basis

- Contribute to improving customer support by actively responding to queries and handling complaints

- Establish best practices through the entire technical support process

- Follow up with customers to identify areas of improvement

- Provide customer feedback to the appropriate internal teams, like product Managers

- should be able to ensure high quality technical support and increase client satisfaction.

Requirements

- Minimum of Four years' work experience as a *Service Desk Supervisor (or) Manager*

- Fluency in North American English is mandatory

- Hands on experience with Service Desk and remote control software

- Technical background with an ability to give instructions to a non-technical audience

- Customer-service oriented with a problem-solving attitude

- Excellent written and verbal communications skills

- Team management skills

- Support experience with ERP and Oracle/PeopleSoft technology is desirable

- Equivalent to B.Tech or MCA degree in Computer Science, Information Technology or relevant field

2. Service Desk Analysts (# of positions - 3)

Job Description: The primary Service Desk Analyst role is that of providing first level support through taking calls and handling the resulting incidents or Service Requests, using the incident management and request fulfillment processes, in line with Service Desk objectives.

Note: in all cases, clearly defined job descriptions should be drafted and agreed so that specific responsibilities are known.

Roles & Responsibilities

• Act as a point of contact for Receiving, logging and managing calls from internal staff and customers via telephone and email

• To maintain a high degree of customer service for all support queries and adhere to all Service Management Agreements and principles

• Log all calls in the Service Desk Call Logging system

• Maintaining Application Asset Database and track changes

• Escalate unresolved calls to the Development Teams

• Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner

• Provide stats for the weekly Service Desk report on call trends

• Publishing support documentation for assigned tasks / cases

• Should able to handle 1 st and 2nd line support – of Applications supporting.

Requirements

• Minimum of Two years of previous Service Desk experience required

• Fluency in North American English is mandatory

• Hands on experience with remote control software

• Ability to deal with difficult callers

• Incident Management experience – Managing incidents including business expectations and communication

• Support experience with ERP and Oracle/PeopleSoft technology is desirable

• Self-motivated achiever who gains satisfaction from providing excellent customer service

• Equivalent to B.Tech or MCA degree in Computer Science, Information Technology or relevant field