



CAREER OPPORTUNITIES

Job Description: Senior Service Desk Analyst (US)

WELCOME TO PCI PAL

PCI Pal is a growth company providing SaaS-based solutions that enable businesses to take secure and frictionless payments in their organization and to step confidently into a more digitally diverse future.

We enable contact centers around the world to deliver a payment experience that customers trust and allows them to use their payment method of choice, over any channel, in a highly secure and compliant way.

Our expertise and leading technology have made us the preferred secure payment solution for leading brands as well as being resold extensively across our market leading partner eco-system that includes many of the world's leading business communications vendors and payment providers.

We are currently looking for a Service Desk Analyst to join our US team.

THE OPPORTUNITY:

The successful candidate will report to our Shift Supervisors and will strive to provide an excellent customer experience in everything they do. The role involves working with both direct customers and resellers and covers a broad spectrum of complexity, ranging from simple user administration to complex troubleshooting of integrating applications and telecommunications infrastructure. The role would suit someone with an existing technical skillset and a keen interest in developing knowledge across a wide range of technologies.

YOU WILL BE RESPONSIBLE FOR:

- Providing first line support to PCI Pal's staff, partners and customers.
- Ensuring Support Tickets received are quickly and efficiently triaged and prioritised in line with our Service Level Agreements.
- Performing tier 1 investigations, this includes gathering examples and guiding the customer through basic troubleshooting and resolution steps (have you turned it off and on again?).
- Helping customers, partners and internal users to help themselves by directing them to resources to guide them through simple requests that can be self-served.
- Completing simple service requests such as user additions, removals and password resets.
- Contributing to the internal and customer-facing knowledgebases to ensure content stays continuously up-to-date, helpful and relevant.
- Working with our Service Desk Manager to optimise and develop Service Desk Processes.
- Mentoring junior team members to ensure the continued high performance of the team.
- Deputising for the Service Desk Manager when required.



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WE WANT TO HEAR FROM YOU IF YOU:

- You have a background in customer service or first line technical support.
- Have a passion for delivering outstanding customer service.
- Have excellent organisation skills and are able to prioritise work based on severity, urgency and impact.
- Are a strong communicator, able to engage our partners, customers and users to explain problems, gather information and build a rapport that ensures a positive interaction.
- Have a meticulous approach to troubleshooting and are able to gather information effectively to ensure second and third line teams are able to get to work resolving complex faults.
- Can build strong relationships and credibility with internal teams and customers.
- Are excited about the possibility of developing your leadership skills and helping to shape a team.

IN RETURN WE OFFER:

- 25 days PTO
- Medical, dental and optical insurance cover
- Additional day off on your birthday
- Work from home or hybrid options – you decide!
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- “Work from anywhere” 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team people@pcipal.com