



## CAREER OPPORTUNITIES

# Job Description: Service Desk Analyst

### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Technical & Partner Support Engineer to join our Operations Department.

### THE OPPORTUNITY:

Our Service Desk Analysts perform a hybrid role, delivering first line technical for our products to our partners and customers as well as first line IT Support to our internal users. This unique blend of responsibilities exposes our Service Desk Analysts to a broad range of technologies from AWS and Voice over IP, to Office 365 and Desktop support. Our Service Desk Analysts work closely with our Technical and Partner Support team and Internal IT Team to resolve issues, action requests and deliver an outstanding support experience to our teams, customers and partners.

### 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 inline 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 an 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.

### 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.



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### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Option to either work in our Ipswich office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Electric Vehicle Scheme
- "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](mailto:people@pcipal.com)