

Support Team: Service Desk Agent

Scientia, the global market leader in timetabling and resource scheduling software solutions for Higher Education, Government and Private sectors, is extending its team of support agents.

With close to 500 customers in over 34 countries and 6 continents, we are proud to list many of the best universities in the world amongst our customers.

This vital customer facing role represents an opportunity for a graduate to grow in our team of expert service analysts, working closely with our experienced web developer team.

Our next Service Desk Agent will:

- Follow and understand industry best practise support methodologies
- Triage customer requests following ITIL guidelines
- Provide technical support via phone, help centre and remote sessions
- Take ownership of requests following them to resolution or escalating to 2nd line
- Create and maintain knowledge base articles for customers and staff
- Ability to work as a team and independently
- Provide excellent customer service whilst meeting Standard and Premium SLAs
- Attend customer meetings, via phone and face-to-face

While the following will make you stand out:

- Educated to degree standard or an equivalent discipline
- Experience of working in a technical support environment
- Windows Server and SQL experience
- A keen interest in cloud based software
- Be technically minded and a problem solver
- Fluent in Dutch, German or French

Interested? Email your CV and Cover Letter to our recruitment team **now**.