Service Desk Technician (ICP, University of Portsmouth)
Salary: £23,000 per annum
Permanent – Full Time

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, English language training and settlement services, creative media education, workforce education and student recruitment.

Navitas is a leading global education provider that offers an extensive range of educational services for students and professionals including university programs (Navitas Australasia, Europe and North America), English language (PEP), creative media education (SAE) and education innovation (Navitas Ventures).

As a result of our continued growth, we currently require a proficient and dynamic professional to join the IT team as a Service Desk Technician. For the successful candidate, this appointment represents an excellent opportunity to build upon their existing skills. In return, we offer long-term career opportunities across our global organisation – a highly successful, values-driven, equal opportunity employer.

The role of Service Desk Technician is to provide quality support to Navitas business units. He/she will be expected to assess/investigate all incidents and service requests via the Service Desk and to install and configure computer systems, diagnose hardware/software faults. All requests are to be managed via the Service Desk within agreed service levels and escalated if necessary to the relevant team. Due to the geographical spread of Navitas business units, the Service Desk Technician will be expected to travel when required, mostly just within the UK. The Service Desk Technician will work closely with the Technical Support Lead to ensure support tickets are managed throughout their lifecycle, regardless of ownership, and monitored to ensure SLA breaches are kept to an absolute minimum. The Service Desk Technician will ensure that excellent customer service is delivered to staff and students at all times.

Skills and Experience:

Essential:

- Excellent analytical, troubleshooting and problem solving skills
- Excellent customer service skills
- Excellent written, verbal and telephone communication skills
- Ability to provide all-round technical support in a customer-focussed environment
- Experience in supporting Windows desktop computers
- Basic network management skills including TCP/IP, DNS, DHCP
- Experience with remote support tools e.g. Teamviewer

Desirable:

- Educated to undergraduate degree level, preferably with a degree in IT or equivalent experience
- ITIL Foundation Certificate v3
- Experience with virtual infrastructures
- Experience with installing and configuring Windows based systems (7, 8, Server 2008, 2012)
- Experience in managing and installing Linux operating systems

- LDAP, Open Directory or Active Directory administration experience
- Cisco router/switch configuration
- Experience in an educational environment, particularly in creative media disciplines
- Development experience with PHP

What we offer

The Navitas Group offers outstanding long-term career opportunities within the UK and abroad, and is values driven and an equal opportunity employer.

Applications, including a cover letter and CV should be addressed to James Grove, IT Services Manager (UK/Europe) and sent to james.grove@navitas.com. **Applications close at 5pm, Friday 2nd June 2017.**