



BRIDGE PARTNERS
CLARITY • PARTNERSHIP • QUALITY

Service Desk Analyst

Cambridge £25-29K

Do you enjoy working with cutting edge technology and helping businesses with their IT problems? Then we can offer you the best place (probably) to work in Cambridge offering genuine progression prospects and high-quality training.

About Bridge Partners

Bridge Partners are widely regarded as Cambridge's leading supplier of outsourced IT support. We provide remote and onsite support to some fantastic businesses in Cambridge, London and around the world.

The role

- ▶ Working on a busy service desk providing remote support on a shift rota between 8am and 6.30pm Monday - Friday
- ▶ Undertaking varied and interesting project work for clients
- ▶ Monitoring client's systems and services remotely
- ▶ Configuring and building client machines

What we need from you

- ▶ Some familiarity with the types of technology used by SMEs
- ▶ To hit the ground running with first line support, but with a good team support around you
- ▶ The ability to deliver good customer service
- ▶ Great problem-solving skills with the ability to see the challenge through

What's in it for you?

- ▶ Opportunities to constantly further your technical knowledge with cutting edge tech both through on the job training and with professional qualifications (plus exam bonuses)
- ▶ Progression - service desk staff have progressed to diverse roles within the business including on-site support, account management, project work and senior service desk
- ▶ Great benefits including profit share & BUPA Diagnostics
- ▶ Good location with free parking or a short walk to Cambridge North station

If this sounds like you, then start your journey with the Bridge Partners family by sending your CV and cover letter to jobs@bridgepartners.co.uk