



Senior Service Desk

Cambridge £30-37K

Are you a Senior Service Desk Analyst looking for a varied and interesting role offering the opportunity to get involved in meaty project work and deal with cutting edge technology across a diverse client base? Then we can offer you the best place (probably) to work in Cambridge offering genuine progression prospects and varied & interesting work.

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
- ▶ Sharing your skills & experience to mentor and train junior members of the team
- ▶ To be the escalation point for more advanced trouble shooting
- ▶ Undertaking project work for clients
- ▶ Monitoring client's systems and services remotely
- ▶ Configuring and building client machines

What we need from you

- ▶ Familiarity with the types of technology used by SMEs and the ability to support bespoke systems.
- ▶ To hit the ground running with more complex support issues
- ▶ The ability to deliver good customer service

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 and dedicated project work
- ▶ 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