



Akita Systems Limited of Unit 15, Nepar Park, London Road, Wrotham, Kent TN15 7AF

JOB DESCRIPTION – Assistant Helpdesk Manager

(Windows Server & Desktop, VMware, Exchange, SharePoint, CRM, Hosted / Cloud, Cisco)

Salary	: Depending on experience/qualifications/ skills set
Start date	: A.S.A.P
Full time	: Permanent Contract of Employment
Hours	: 42.5 hours per week Monday to Friday
Holiday Entitlement	: 32 days (including 8 bank holiday)
Contractual Sick Pay	: Commencing after 6 months continuous employment (terms applied)
Qualifications	: Recognised Microsoft accreditations (MCSA, MCSE, MCPs) and experience of managing a Helpdesk would be advantageous

About the Company

Akita Systems Limited is a leading business IT support and service company. From our help desk office in Wrotham (near to M20/M26), we support customers across Kent, London and the South East.

This role is a challenging opportunity to deliver high-quality Helpdesk services. You will be expected to demonstrate an in-depth level of knowledge across a broad range of topics. You will need strong analytical skills and network troubleshooting. You will not be expected to manage engineers directly as this is addressed by our Helpdesk Manager, but you will be expected to assist other Helpdesk engineers with any tickets on which they are working.

Akita is renowned for its superlative customer service and helpful nature; key factors in the long-term relationships we build with our customers. Your input will be an invaluable addition to our already capable Helpdesk and there is career progression as the Helpdesk expands.

About the Role

- ❖ The Assistant Helpdesk Manager will be an integral part of the Helpdesk team. They will be working very closely with the Helpdesk Manager and a dedicated team of engineers within a busy & expanding IT services company.
- ❖ The Assistant Helpdesk Manager will be expected to provide innovative solutions to IT problems, offering assistance to any engineer assigned to the Helpdesk.
- ❖ You will need to have excellent communication skills as you deal with all of the different types of support issues generated by our customer base.
- ❖ The Assistant Helpdesk Manager will need to thrive on multi-tasking in order to properly assist other Helpdesk engineers with their issues as well as taking on some of the more challenging problems which arise.
- ❖ The Assistant Helpdesk Manager will need to make themselves familiar with Akita's product portfolio as they represent the majority of the products and services used by our clients.
- ❖ The Assistant Helpdesk Manager will need to be able to advise clients concerning future improvements to their IT systems and processes in line with their individual business needs, as part of resolving Helpdesk issues.



Key Skills & Background

The successful candidate will be expected to demonstrate the following:

- ❖ A solid level of knowledge in Windows Server, Microsoft Desktop Operating Systems, Exchange Server, Office 365 and Networking.
- ❖ Excellent communications skills (specifically oral, literacy & numeracy)
- ❖ High standards of customer service and a personable nature
- ❖ Accomplished problem solver
- ❖ Experience of SharePoint, Server Hosting (specifically VMware & Hyper-V) and Cisco IOS would be advantageous
- ❖ Background in IT Helpdesk management, or as an accomplished Site Engineer, would be advantageous