



Service Desk Engineer

Fixed Term Contract (24 Months)

Exeter/Honiton/Newton Abbot

At Strata we are passionate about our people and about our technology as well as our digital transformation. We pride ourselves on our integrity towards our colleagues and clients as well as providing service excellence at all times. We are collaborative in the way in which we work, our fast-paced environment provides many opportunities for exposure to new technologies and methodologies. As a local Government owned business, our people are at the heart of what we do our objective being to provide an inclusive environment where everyone can contribute to the progression of our organisation.

In this role, you have an exciting opportunity to join our busy Service Desk team. You will provide a technical and professional support service for all IT solutions to 2000 customers, working with state-of-the-art hardware and software.

The Role

- carry out trouble-shooting across the range of networks, systems and mobile working services
- Ensure that requests and faults are managed in an efficient manner, delivering excellent standards of customer service
- Play a vital role in phone and field service delivery for the business

Your Experience

You will demonstrate proven experience within:

- Working with modern technologies, including mobile devices
- Trouble-shooting faults, especially remote support
- Practical experience with working with customers
- Understanding of a technical support service including ITIL processes

The Essentials

You will have a proven track record in:

- Ability to deliver a high standard of service to all customers
- Problem solving in order to provide strategic solutions
- Prioritising workload and meeting SLAs
- Taking ownership and accountability for work undertaken

What's in it for you?

We offer a competitive package which includes:

- Salary from £26,873.00 - £29,269.00 [pay award pending]
- Additional Out of Hours pay
- Significant employer contribution to the Local Government Pension Scheme
- 37 hour working week
- 28 days holiday, plus bank holidays

If you feel you have the blend of skills that we require and would like to apply for this role, please send your CV with a covering letter to hr@eastdevon.gov.uk – closing date Friday 20th September.