JOB ADVERT

VIRTUS Data Centres

Job Title: Service Desk Analyst
Department: Operations
Primary job location: LONDON5 (Stockley Campus)
Reporting to: Services Manager
Direct reports: None
Job type: Permanent, full-time role

About VIRTUS

VIRTUS Data Centres is the UK’s fastest growing data centre provider which owns, designs, builds and operates the country’s most efficient and flexible data centres. Our mission is to consistently exceed the expectations of customers through innovative, high quality solutions and services. We employ intelligent thinkers – people with positive attitudes, who add the quality of customer proposition and business. We value individual endeavour and initiative, encourage teamwork and togetherness because collective experience and expertise is VIRTUS’ greatest strength.

Role and responsibilities:

As a Customer Service Desk Analyst, you will be the first point of contact for customer issues and queries. You will also play a key role in ensuring VIRTUS business is operating in line with expected service levels.

Main Duties:

The role includes but is not limited to the following:

- Provide first level customer contact and facilitate resolutions to customer issues.
- Track, route and direct requests and incidents to the correct resource escalating where appropriate.
- Measure KPIs and queues ensuring all requests are dealt with professionally and effectively.
- Be the coordinator/communicator for Crisis Management and for Business Continuity. Communicate effectively with customers and staff during crisis occurrences.
- Be the SPOC for all change control requests issuing customer notifications where appropriate.
- Monitor the BMS and be responsible for ensuring any alarms are dealt with effectively and efficiently, reducing risk to the facilities.
• Responsible for producing customer facing service reports.
• Log and manage all customer complaints through to successful resolution.

Any other reasonable requests made by your line manager.

**Person Specification**

**Desirable:**

• Previous experience with a ticket management system.
• Previous experience of working within a demanding and time critical environment.
• Previous experience within a data centre or IT service desk.

**Knowledge:**

**Essential:**

• IT literate.
• Competent in the use of Microsoft office and CRM tools.

**Skills:**

**Essential:**

• Excellent written and communication skills.
• Process driven, with the ability to focus on the end result.
• Ability to learn quickly and work on own initiative.

In line with the VIRTUS’ Safeguarding Policy, the successful applicant must be willing to undergo a BS7858 screening process.

**Remuneration package and benefits:**

• Competitive rate of pay.
• Private healthcare.
• Critical illness and life assurance.
• Pension contribution scheme.
• Discretionary bonus.

Please let us know via email if you require any reasonable adjustments for any part of the recruitment process.

If you are interested in this role, please email your CV to Humanresources@virtusdc.com.

We reserve the right to close this post for applications should sufficient applications be received.