You will be joining this rapidly growing service line responsible for all EUC and Managed Service contracts to all of our customers across all sectors. We cover Service Operations and service desk, AMO, Cloud technology and legacy ITO. We align with ITIL and are agnostic across our delivery capability in relation to core IT, Cloud, service desk, EUC tools and technologies.

We are passionate about delivery and live the NTT DATA values in parallel with a healthy work / life balance and a great team spirit.

About you:

Joining our Modern Workplace team, you will be responsible for providing first class customer service in alignment with developing your technical skills to work towards as many first-time fixes as possible for our client. Being proactive in nature, you will be able to feel confident and look at highlighting to senior colleagues where improvements can be made and or potential issues and their related resolutions.

Utilising the experience, you will receive though your day to day activities, you will look to show and develop your skills and adapt to emerging technologies used within the EUC estate.

As a people person, you’ll learn to use core customer service skills and ability to communicate confidently to articulate issues and resolutions to all different layers of stakeholders within the clients you will be supporting.

Your attention to detail will maintain the high standards set around the documentation that is created and maintained by the team.

Wanting to progress your career will be a primary motivation for you, which NTT DATA will work with you to achieve your aspirations.

What to expect:

The role expects you to work on your own and as part of the greater team to deliver a successful and always improving service our customer.

You will be responsible for:

**Technical:**

* Driving high levels of customer service and satisfaction.
* Provide first class face to face and remote support
* Manage Incidents and Service Requests assigned via the Service Desk toolset, ensuring SLA and KPI compliance.
* Manage EUC stock levels and provide weekly reports to senior engineers.
* Provide remote and hands-on support for end user computing software and devices at different locations as and when required.
* Ensure excellent verbal and written communications are applied at all times.
* Build, install, troubleshoot and repair Windows 10/11 OS related issues and mobile devices (iOS).
* Assisting with all new Starters and Leaver accounts
* Ensure appropriate and up-to-date documentation is maintained at all times

**Administrative:**

* Deliver to committed SLAs and KPIs for the service.
* Manage individual incident and request queues in the ITSM tool (ServiceNow), to ensure speedy resolution.
* Manage your own EUC Workplace requests and liaise with onsite and offshore NTT DATA colleagues, CLIENT teams, and 3rd parties in ensuring quality service delivery to CLIENT, and bring failing requests to the attention of the Desktop Team Leaders.
* Management of resolution through third parties contracted to provide support for systems.
* Develop sound knowledge of all IT processes.
* Ensure that all legal and legislative requirements in relation to IT are adhered to and followed.
* On an on-going basis, identify activities that can be performed by first line support – document and hand-over detailed instructions to the NTT DATA Service Desk.
* Ensure day-to-day activities and processes are documented and uploaded on a central repository (adopted by the service) and shared with other NTT DATA colleagues.
* Maintain and update the knowledge base and other tools on a regular basis – detailing known issues & their work-around detailing common/recurring issues & resolution steps
* Strictly adhere to NTT DATA and Client policies, processes and guidelines – including timesheet submission, leave communication/logging, the Security Management Plan etc.
* Maintenance of records and documentation
* Manage asset\stock levels within the ITSM tool (ServiceNow)
* Goods receiving and processing of stock orders
* Perform weekly stock reviews and help identify any stock requirements

**Customer / User:**

* Provide first class customer service via the onsite Tech Bar to all company users
* Manage the handling and communication between the Company user base and EUC process from initial point of contact through to notification of resolution
* Contribute towards Continual Service Improvement by delivering the actions of the Continual Service Improvement Plan and contribute towards the development and revision of the plan managed by the NTT DATA Service Delivery Manager
* Understand the applicable scope, roles and responsibilities detailed in the contract and carry out the outlined activities efficiently on a day-to-day basis
* Participate in cross-training sessions across NTT DATA supported services and develop skills to enable support of other services
* Participate in project meetings and provide operational inputs and consultancy. Ensure operational requirements are delivered and formal hand-over is completed before projects go live
* Highlight any operational risks, concerns or issues to the NTT DATA Service Delivery Manager or Team Lead as early as possible
* Be able to travel to other local sites as and when required

What's important?:

The focus on Clients First, Teamwork and Foresight is in our DNA, and we are looking for someone who shares and embodies these core values, leading by example.

We don't look for finished articles. We look for people who want to continue their career growth alongside NTT DATA 's.