

Job Title: Technical support assistant

Salary: Negotiable depending on experience

Pinnacle Telecom is one of the UK's leading suppliers of telecommunications services, specialising in the installation of telephone systems, internet access and business mobile solutions.

We currently have a vacancy for a Technical Support Assistant within our Technical Department assisting in ensuring the continued delivery of service excellence to our growing client base.

The successful applicant should be confident, well organised, reliable and able to use their initiative. A good telephone manner and the ability to work well under pressure are essential. The varied nature of the role will suit a candidate who enjoys a challenge and thrives whilst working in a team environment.

Responsibilities will include:

- Answering incoming calls
- Registering technical service tickets
- Supporting Technical service team
- Document filing, scanning and archiving
- Administration support
- Supporting senior management team
- General office duties

Personal Skills required:

- Well organised and strong on follow up
- Good telephone manner
- The ability to work well within a team & as an individual
- Punctual with a good attendance record
- Strong on conflict resolution and problem solving
- A very capable mind-set and full ownership qualities to see a fault through to the end, with a desire to complete each issue to complete resolution and satisfaction.

If you feel that you have the right attitude, skills, with a can do approach, please forward your CV for consideration to info@pinnacle-telecom.co.uk