

# TECHNICAL ADVISOR

VERSION 1: MAY 2018



Great at problem solving?

This job has your name on it!

**SDL Group Ltd**

**Chilwell**

## **What we do**

We deliver national coverage across the board, in surveying, financial services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart.

## **What we care about**

Revolutionising our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more and we want to be the ones to wow them.

We believe our greatest asset, our people, also deserve more. More support and more freedom to bring their individual flair to bear in their work. So they can find ever-better ways of helping customers and opportunities to become more than they dreamt possible.

## **Your life as a Technical Advisor**

You'll help support the business from the inside by ensuring our people have everything they need to be the best that they can be! From setting up our new joiners to diagnosing and resolving more technical issues. With support from your Team Manager you'll form part of our IT front line dealing with a wide range of queries on a daily basis. Your customers are our people so a key part of the role is to manage their expectations effectively. You'll particularly love giving great customer service and understanding what they need from you and how you can make their life easier. And you'll get a real buzz from making them happy!

## **What you'll do**

- Provide first line support to our people ensuring great customer service.
- Diagnose and resolve technical issues keeping customers up to date at all times
- Report and track faults through our Helpdesk system
- Escalating IT issues to line manager and working with the 2<sup>nd</sup> line where necessary

*Love* OUR  
CUSTOMERS

*DARE* TO BE  
DIFFERENT

MAKE IT  
BETTER

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- Undertaking small to medium-sized IT projects as instructed by line manager
- Setting up and configuring new laptops and desktops including installing authorised software
- Reporting faults and maintaining logs on desktops and laptops
- Completing internal user hardware moves
- Patching of network and phones
- Ensuring all logs for equipment and users are maintained including licensing
- Creating purchase requisitions for IT hardware/software

## Who we're looking for

We're searching for a keen problem solver who gets a kick out of helping others and working as part of a highly effective team!

- A natural capacity to use their initiative, solve problems and fix things
- Customer focussed with excellent communication skills
- Knowledge of MS office Package and PC hardware
- Experience of working effectively in a fast-paced office
- A real eye for detail and dedication to accuracy and record keeping
- The ability to manage their own workload, prioritising tasks and using time productively
- A willingness to learn and develop their skills and knowledge
- Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening

And, ideally, but not vitally:

- Previous experience of in-house systems

## How to apply

Write an email telling us why this job's got your name on it. Attach your CV. Press send.

[recruitment@sdlgroup.co.uk](mailto:recruitment@sdlgroup.co.uk)

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