

## Internal Firm Services IT | Helpdesk

### What impact will you make?

Every day, your work will make an impact that matters, while you thrive in a dynamic culture of inclusion, collaboration and high performance. As the undisputed leader in professional services, Deloitte is where you will find unrivalled opportunities to succeed and realise your full potential.

### The Team

Deloitte's Information Technology Services department is looking for an additional team member to join the Helpdesk team which provides support to our end-users. Support activities range from remote troubleshooting to on-site intervention, on users' allocated devices. The team is quality-centric and is focused on delivering timely support to ensure no disruption in service delivery of business teams. There is a great emphasis on collaboration to effectively achieve goals and produce significant results. As a new team member, you shall be called to participate actively in handling Helpdesk tickets and assist in the day to day running of the IT department to ensure quality service to our end-users.

### Work you will do

- Provide a Single Point of Contact (SPOC) for assistance with IT services
- Log IT related tickets (incidents, service requests, events) from users- (received through phone, mail, logged tickets in the tool)
- Acknowledge tickets, allocate to appropriate category, and classify as per Severity and Impact
- Communicate pertinent information regarding incidents and associated progress to the stake holders
- Allocate the ticket to the respective support groups and track the ticket for closure
- Record, track, and update ticket information in the service desk tool
- Ensure activity details are updated in the tool by the respective support groups
- Escalate tickets based on service levels
- Generate service management reports as mutually agreed from the ticketing tool and publish the same to the respective stakeholder
- Ensure maintenance of SLA matrix, severity, and categorization matrix
- Coordinate with different teams (internal or external)
- Information gathering/sharing Follow ups on the pending tickets
- Provide updates on scheduled activities, Resource coordination at all levels
- Provide on premise and remote support to users using approved tools in view of resolving issues/requests logged through the service desk tool
- Assist in troubleshooting software and hardware issues
- Assist in deployment of software and hardware

### Profile

- Degree holder in Computer Science or related field
- At least 1–2-year experience in a similar position
- Comptia A+ and Microsoft Certifications are desirable
- Cloud knowledge
- Knowledge of IT Ticketing system