



## Senior Service Desk

Cambridge £30-37K

Are you a Senior Service Desk Analyst looking for a varied and interesting role offering the opportunity to get involved in exciting project work and deal with cutting edge technology across a diverse client base? Then we can offer you a great place to work with genuine progression prospects.

### About Bridge Partners

Bridge Partners are widely regarded as Cambridge's leading supplier of outsourced IT support. We provide bespoke onsite & remote support to Start-ups and SME's in various sectors from biotechnology, life sciences & finance. We focus on long-term relationships that stay true to our values of clarity, partnership and quality.

### The role

- ▶ Working on a busy service desk providing remote support on a shift rota between 8am & 6.30pm Monday to Friday
- ▶ Sharing your skills & experience to mentor and train junior members of the team
- ▶ To be the escalation point for more advanced troubleshooting
- ▶ Undertaking project work for clients
- ▶ Monitoring client's systems and services remotely
- ▶ Configuring and building client machines
- ▶ Actively working to progress and streamline the service desk processes to make for a more efficient and higher quality support for our clients

### What we need from you

- ▶ The ability to support predominantly Microsoft technologies from desktops to servers including virtualisation, Active Directory and relevant backup solutions. Combined with cloud services such as Office 365 and SharePoint.
- ▶ Advanced troubleshooting and problem-solving skills
- ▶ The ability to deliver outstanding customer service
- ▶ Leadership and team building skills to support your colleagues

### What's in it for you?

- ▶ At Bridge Partners, we are a family. We're a friendly bunch with passion, ambition and we thrive on teamwork, learning & development
- ▶ Good work/life balance with family/partner friendly policies
- ▶ 25 days holiday, increasing every 2 years you work with us
- ▶ Company socials – we've had everything from the Crystal Maze, Cambridge Lockhouse to BBQs and dinners
- ▶ We're committed to your personal career growth and we'll provide you with opportunities to further your technical skills and progress within the business

**If this sounds like you, then start your journey with the Bridge Partners family by sending your CV and cover letter to [jobs@bridgepartners.co.uk](mailto:jobs@bridgepartners.co.uk)**