

LYON is a managed IT services provider to the creative sector based in Old Street and currently serves over 5000 users and 100+ companies based over in 15 countries. We are a dynamic and fast-growing company that truly values and is reliant upon our people, our culture and our commitment to excellence.

An opportunity has arisen for a Service Desk Manager to join the team in our London office, providing unparalleled service excellence to our clients across the UK and internationally.

Skills:

- You will have good knowledge of Windows Workstations Hardware
- Experience supporting Microsoft software (Office, Exchange, Active Directory, Server etc.)
- Good understand of the Network Stack (TCP/IP)
- Microsoft 365 Exchange, Microsoft SharePoint Online, Google Apps
- Experience supporting macOS software (Office, macOS, Open Directory, ServerOS) and macOS hardware knowledge is advantageous.
- Formal IT qualification, ideally MCSE/MCITP or multiple MCPs massively advantageous but not a deal breaker

This role would require you to;

- Minimum 2+ years of working with an IT managed service provider
- You should have excellent communication skills
- Excellent Troubleshooting Skills
- Be a keen and a fast learner and be enthusiastic about helping users.
- Confident communication skills across phone, email and face-to-face
- Sound organisational ability and able to prioritise
- Ensuring SLA's are met; time to respond, time to resolve and first-time-fix.
- Willingness to gain relevant qualifications and accreditation's

The Package

- Working hours will be 40 hours a week during standard business hours (Monday – Friday, between 9am – 6pm UK time)
- Offices located in London (Old Street)
- Package dependent on experience
- 20 days' annual leave - increasing up to 22 days over the first 3 years of service.
- Monthly team events out of the office.
- Continual professional development plans
- Loads of social activities!

Good luck and please bear in mind we receive a very high number of applications; we will endeavour to get back to all applicants, however, we thank you for understanding this is not always possible for unsuccessful applicants.