

JOB DESCRIPTION

Job Title – ITSM Consultant Managed Services

Department – Managed & Support Services

Role Overview:

To deliver the contracted Cherwell Administration Managed Service and Support Services to our valued clients. Working as part of our Managed & Support Services team, you will deliver high quality service and solutions to our clients, delivering these within the Service Level Agreements defined.

ITSM Consultant Managed Services Job Duties:

- To deliver solutions to requests placed by our valued clients as part of their Cherwell Administration Managed Service.
- Provide solutions to support tickets raised by our customers
- Escalate support tickets to Cherwell Software where required
- Ensure all Managed Service & Support tickets meet SLA
- Ensure all Managed Service & Support tickets are completed to high standard and in a timely manner. Escalating tickets when required to ensure timely resolution
- Work collaboratively with other team members to ensure high quality of service
- Work closely and build strong relationships with all other teams within AFJ, including Solutions Architects, Development, Support and Sales
- Ensure a high standard of ticket content quality
- Assist with internal and external reporting as required
- As part of the AFJ Managed & Support Services Team, ensure all customers are referenceable

Skills & Qualifications:

- Minimum of 2 years' experience working with Cherwell Service Management Software
- Experience of working within a Service Desk environment
- ITIL qualification and experience



- Customer centric approach
- Excellent Interpersonal and Communication skills
- Excellent Time Management skills
- Team player but able to deliver work using your own initiative