



Helpdesk Operator

Ref: ING276

Location: Oxford

Position Type: Full Time

We have a tremendous opportunity to be part of a growing and ambitious company as a Helpdesk Operator. This role would be perfect for someone with an existing interest/skillset in IT or customer support, looking for on the job training to enhance their experience with these areas.

The Helpdesk Operator role is involved in day to day issues management for all our products, run from our global helpdesk system.

This role entails working with a team of colleagues sharing responsibility for issues administration of globally distributed deployments. This is a shift-based role, currently working 1 week in 3 on a late shift, from home between the hours of 17:00 – 01:00, Monday – Friday. The other 2 weeks are conducted from our head office in Oxford.

The role is ideally suited to someone with good communications skills, looking for a challenging role, with on the job training in support services.

The Successful Candidate:

- Excellent communication skills both written and oral
- Fast learner
- Positive, can-do attitude
- Appropriate environment to work from home when on the late shift
- Interest in IT, with a basic understanding of some IT fundamentals
- Good attention to detail
- The ability to work both alone and as part of an international team.

Benefits:

We offer a comprehensive benefits package including:

- Company pension scheme: 5.25% employer contribution/4.25% employee contribution
- 4 times salary life cover for pension scheme members
- Childcare voucher scheme
- Cycle to work scheme
- Employee Assistance Plan
- Free parking

The dress code at Ingenta is casual.

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If you are interested in this exciting role please forward your résumé and current salary requirements to recruitment@ingenta.com quoting job reference **ING276**

Ingenta is an Equal Opportunity Employer (EOE).

About Ingenta

Ingenta plc is the largest provider of digital and technology solutions for the publishing industry, servicing eight out of the world's ten largest publishers. Developing the technology which bring together online and offline publishing functions we deliver end-to-end support across a full range of processes and requirements. We have offices in Europe, China, India, North and South America and Australia.