



Experian FootFall - Pontedera

Experian <http://www.experianplc.com> is the leading global information services company, providing data and analytical tools to clients in more than 90 countries. The company helps businesses to manage credit risk, prevent fraud, target marketing offers and automate decision making. Experian also helps individuals to check their credit report and credit score, and protect against identity theft.

Experian plc is listed on the London Stock Exchange (EXPN) and is a constituent of the FTSE 100 index. Total revenue for the year ended 31 March 2010 was \$3.9 billion. Experian employs approximately 15,000 people in 40 countries and has its corporate headquarters in Dublin, Ireland, with operational headquarters in Nottingham, UK; Costa Mesa, California; and São Paulo, Brazil.

Experian is currently looking for a

Post Sales Support Analyst - FootFall

The chosen candidate should provide first-line helpdesk support to external and internal customers, assisting them with hardware and software problems via phone, email or fax.

Duties and Responsibilities of the position will include:

- answering support queries
- taking ownership of user problems
- logging all calls on the call logging system
- responding to enquiries from clients helping them resolve hardware or software problems
- maintaining a log of any software or hardware problems detected
- supporting users in the use of Computer equipment by providing necessary training and advice
- allocating more complex calls to the relevant IT Support member
- arranging for external technical support where problems cannot be resolved in house

Always maintaining a high degree of customer service and adhering to all service management principles

The candidate is required to have the following skills / attributes :

- Previous Helpdesk (telephone support) experience
- Excellent telephone manner
- Experience of using call logging software
- Strong knowledge of Microsoft based operating systems with emphasis on Windows 2000/2003
- Experience with using and troubleshooting Outlook 2000 within a network environment (permissions, calendar sharing, delegation)
- Experience with using and troubleshooting Microsoft Office with emphasis on MS Word, MS Excel and MS Power Point
- Basic understanding of PC hardware set-up and configuration
- MCP certification would be desirable

This position will be based in Pontedera

A driving license is fundamental as the chosen candidate will also have to deal with some on-site client relations.

Fluency in Italian and English are essential for this role. Any other languages, (especially Spanish), are an asset.

The selection is open to both male and female candidates. If you wish to apply for this role please send you CV (with the authorization for the treatment of your personal data (art.13 D.Lgs 196/03) to the following e-mail: emma.downing@experian.com with the reference Recruiting FootFall.

Closing Date: 27 July 2010