

### Position Description:

At Perfect Portal, HelpDesk Consultants play a vital role in client operations. They are tech savvy, solution focused individuals with a thirst for knowledge who enjoy building relationships with colleagues and clients alike. As an effective communicator, a HelpDesk Consultant provides fast and effective technical assistance to users of our online platform, helping to maintain Perfect Portal's reputation of service excellence.

### Responsibilities:

- Act as a first point of contact for clients seeking technical and product assistance
- Ensure that incidents and problems logged on Perfect Portal's call logging system are responded to quickly, professionally and courteously, whilst also ensuring that calls are correctly prioritised and categorised
- Support client queries regarding conveyancing matters, particularly pre and post completion searching and services
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Communicate with data providers and collaborate with other teams to obtain required information
- Maintain advanced knowledge of Perfect Portal's ever evolving products and services

### Skills & Experience - who are we looking for?

- Proven experience in a technical support role
- Knowledge of the ITIL framework would be advantageous
- High attention to detail
- Ability to provide effective 1st – 3rd level technical assistance
- Excellent verbal and written communication skills
- Ability to multitask and work in a fast-paced environment
- Problem solving, analytical and diagnostic skills
- Proficient PC skills and a good understanding of Microsoft Office
- Must be eager to learn with a flexible attitude
- Demonstrated teamwork skills, as well as the ability to work independently
- A desire to be part of a company who are market leaders in the Conveyancing Industry across England and Wales

### ABOUT PERFECT PORTAL

Perfect Portal provide award-winning technology that challenges the legal market and evolves the way law firms access and utilise data from a range of sources including Land Registry, Companies House and HMRC. Employing technology that is smart, simple and enjoyable to use, Perfect Portal offer a range of services and online workflow tools to ensure legal professionals are efficient and reliably informed wherever information is concerned.

We strive to make the working day a fun experience, so if you are hard-working, enjoy a challenge and want to work in a vibrant and dynamic environment, then Perfect Portal is for you.