



let's talk



**JOB DESCRIPTION
IT SERVICE DESK ANALYST**



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LOCATION: WEST MIDLANDS
POSITION: IT SERVICE DESKS ANALYST
IMMEDIATE SUPERVISOR: Service Desk Manager
PURPOSE:

To provide a first and second line support for customers sites., e.g.

- Helpdesk with 1st and 2nd line support.
- Hardware – Servers / PCs / Printers / LAN hardware
- Software – Server & Desktop operating systems / E-mail / Intranet / Desktop applications
- Wide Area Network & VPN
- Blackberry
- Backup/restore of files and folders
- Administration Knowledge of Citrix Presentation Server / ZenAPP
- Knowledge of Windows 2003 / 2008 Server Plus Active Directory

As a member of a service desk team, to contribute to the overall management of the IT function.

DUTIES:

Work under the guidance of the Service Desk Manager.:

- Deliver quality response centre (help desk) service on a daily basis (for all locations, users and IS systems), in conjunction with other IS functions and external suppliers, ensuring that any issues are logged, prioritised and resolved within SLA's.
- Promote proactive support actions to prevent errors reoccurring.
- Produce management statistics each month on help desk issues.
- Maintain systems user security.
- Maintain the European hardware / software license management database.
- Perform moves / changes on the European telephone system.
- Provide first and second line support on PC, LAN, and other connectivity issues.
- Use Company processes to design, build and support all desktop and laptop PCs and servers.
- Use Company processes to distribute software as appropriate to PCs and servers around the network.
- Assist the Technical Infrastructure Coordinator in the development and maintenance of processes and procedures for these systems and activities.

SPECIAL CONDITIONS:

- Strong interpersonal skills are a prerequisite.
- Ability to work effectively in a dispersed team and individually.
- Due to the nature of an information systems support environment, some work will be required outside normal business hours.

QUALIFICATIONS



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- Three plus years of Helpdesk experience.
- MCP/MCSE and advantage but not essential.
- Network hardware knowledge.

EXPERIENCE

- Good working knowledge of MS Office
- 18-24 months experience working within a similar environment.

SKILLS AND PERSONAL QUALITIES

- A strong service-oriented ('can-do') culture, with a strong focus on the 'internal customer' approach, committed to exceeding customer expectations.
- Good communicator with the user environment.
- Dynamic but aware of the views and feelings of others.
- Able to operate as a good team player.
- Drive and Energy.
- Has an analytical and logical 'mindset' when dealing with issues.
- Demonstrate clear purpose, enthusiasm and commitment.
- Be able to use varying styles of communication to suit the occasion and the audience.
- Suggest new ideas within the team.
- A high command of the English language both written and verbal is essential.
- Knowledge of French or German would be useful.
- Self-motivated with the ability to work unsupervised.