

## SERVICE DESK ANALYST

JOB IDENTIFICATION	
<b>Job Title:</b>	ServiceDesk Analyst
<b>Department:</b>	Information Technology
<b>Reports To:</b>	IT Support Services Manager

## THE ROLE

**Principal Duties and Responsibilities**

- Provide 1<sup>st</sup>/2<sup>nd</sup> Line Service Desk support for all IT related service requests via telephone and email and assist other IT members supporting the business locally and in remote locations.
- Ensuring customer service delivery is timely and accurate on a daily basis by actively triaging the ticket queue and ensuring proper assignment, responding to queries in a timely manner to ensure the high level of service satisfaction is met.
- Supervising and conducting the following: hardware break fix operations (hardware diagnostics, memory upgrades, etc.), basic network and workstation configuration in a Microsoft AD environment, technology asset procurement, local end user training, manage new hire setup including end user asset deployment (computers, phones, mobiles, etc.)
- Raising concerns and provides recommendations to the IT Support Services Manager through Service Desk trend analysis and observations through first lines of support.
- Proactively creating and updating technical documentation.
- Interacting with Group IT on Infrastructure, Security and operational IT issues.
- Collaborating on specific projects as directed by the IT Support Services Manager.
- Adhering to current policies and procedures as defined by the organisation.
- Participating in on-call rotation.

**Knowledge, Skills and Experience Required**

- Relevant qualifications in the following areas would be ideal: Computer Science, Microsoft, CompTIA, ITIL.
  - Demonstrated ability to manage small technical projects end to end and work independently when required.
  - Experience working with Citrix, AdEx, FileSite, Viewpoint, SharePoint, Mitel, antivirus, cost control programs and email filtering systems would be an advantage.
  - A solid foundation in network administration and application support is required, with the ability to communicate to a non-technical audience.
  - Excellent organisational, written, and oral communication skills are essential together with effective interpersonal skills and a high level of professionalism.
  - Ability to perform several tasks concurrently with the ability to effectively prioritize them in a high-pressure environment.
  - Experience with service desk applications and ITIL methodologies
  - Previous experience in a law firm setting would be an advantage.
  - Ability to exercise a high degree of confidentiality.
  - Strong technical documentation skills
  - The ability to provide out of hours support as required.
  - Minimum 2 years' experience in a similar role
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