

SERVICE DESK ANALYST

JOB IDENTIFICATION	
Job Title:	Service Desk Analyst
Department:	Information Technology
Reports To:	IT Support Services Manager

THE ROLE

Principal Duties and Responsibilities

- Provide 1st/2nd 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 core applications/systems: O365, Azure, Intune, Citrix, AdEx, Imanage, Viewpoint, SharePoint, Mitel and Mimecast would be preferred.
 - 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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