

SERVICE DESK ANALYST

JOB IDENTIFICATION	
Job Title:	Service Desk Analyst
Department:	Information Technology
Reports To:	Regional IT Manager - Asia

THE ROLE

Principal Duties and Responsibilities

- Provide 1st /2nd Line local and 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 / Azure / M365 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 team / Manager based on 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 Regional IT Manager
- Adhering to current policies and procedures as defined by the organisation
- Provide coverage for the Shanghai and Shenzhen offices as needed during staff absences

- Assist with VC setup for meetings
- Due to nature of work out of hours cover may be required

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 Microsoft products (E.g. AD, Office, Teams), Citrix, AdEx, iManage, Viewpoint, SharePoint, Mitel, antivirus, cost control programs and email filtering systems would be an advantage
 - A solid foundation in IT/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
 - Excellent proficiency in both Cantonese, Mandarin and English
 - Minimum 2 years' experience in a similar role
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