

SERVICE DESK ANALYST

JOB IDENTIFICATION	
Job Title:	Service Desk Analyst
Department:	Information Technology

THE ROLE

Principal Duties and Responsibilities

- Providing initial response and resolution to all support calls including the provision of ad-hoc IT staff and end user training.
- 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, handling complaints and meeting SLA deliverables related to support requests received by the Service Desk.
- 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.
- 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 and other I.T disciplines would be ideal
 - Demonstrated ability to manage small technical projects end to end and work independently when required
 - An advanced level working knowledge of the Microsoft Office Suite is 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 4 years' experience in a similar role
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