**IT Service Desk Analyst**

The role has responsibility for IT Service Desk support to customers, assisting them with incidents, problems, service requests and changes via phone, email and remote support.

**Key Responsibilities**

* Answer and accurately log all customer support calls via the CRM system
* To provide IT support to customers, ensuring that issues are resolved quickly and efficiently minimising any impact
* Diagnose and resolve system or user problems both remotely and over the phone
* Responsible for tracking and progress-chasing of incidents to conclusion and in line with SLAs and quality standards and to the expectations of the customer
* Respond and resolve as many Service Desk calls as possible on a first call basis
* Liaise with colleagues to provide quick and effective resolutions to customer incidents and requests
* Work with third parties to effectively resolve customer calls
* Escalation and management of faults with third parties
* Undertake testing of IT hardware and software prior to installation/rollout, also required undertake surveys and audits as and when necessary.
* Fix hardware faults and install upgrades to clients’ hardware
* Organise and prioritise own workload so as to minimise disruption due to interruptions
* Plan and manage routine repairs and upgrades and respond to unexpected faults/failures
* Ensure all major issues are escalated

**Technical Skill Requirements**

* Deployment, configuration and administration of Microsoft Client Operating Systems
* Configuration, management and administration of MS Server Operating Systems
* Exchange Server Management and Administration tasks
* Microsoft Office 365 configuration, administration and on-going management for customers
* Active Directory Configuration and Administration including group policy setup and management
* User setup and management including mailbox administration, security permissions and other user attributes configuration and management
* Strong understanding of Hyper-V
* Symantec Backup Exec,Altaro, Veeam, Backup Assist & any other backup solutions (Inc. robotic libraries and online pooled storage etc.)
* Knowledge of TCP/IP, DHCP and DNS
* LAN & WAN communications including router & firewall administration
* Understanding of WSUS
* Understanding of Microsoft Azure
* Dell Sonicwall experience, configuring and administering.

**Person Specification**

* Excellent interpersonal and communication skills, both written and oral and demonstrable experience of dealing effectively with customers
* Maintain awareness of and follow company procedures and guidelines, including security, regulatory and quality policies, procedures and processes
* Excellent problem management and logical trouble shooting skills, with the ability to think creatively and laterally in respect to resolving problems
* Strong task and time management skills
* Excellent decision making skills, with the ability to organise, delegate, control and manage their own performance and to work as part of a team to the required quality standards
* Develop and maintain effective relationships with others in the organisation as well as with customers and third parties
* The ability to operate through periods of large scale organisational change
* The ability to quickly learn in order to troubleshoot and resolve technical issues and problems
* A flexible approach to changing priorities

**Working Hours** 08:30-17:30 Monday to Friday based in the D&D Worcester Office

**Salary** £20,000 - £25,000 (depending on experience)