

Service Desk Analyst

An amazing opportunity has arisen for an enthusiastic service desk analyst to join a well-established and growing IT service provider based central London.

You will join our highly experienced and dynamic support team providing exceptional customer service and high quality technical assistance. The key responsibility for a service desk representative is to ensure a good customer experience. Working together with the rest of the team you will be first point of contact for our clients and partners via phone and email. You will triage and provide basic troubleshooting and if required you will escalate requests to more senior engineers, book site visits & arrange couriers.

Candidates are required to have strong analytical and technical skills, good interpersonal skills and be a team player, with a proven desire and ability to quickly pick-up new processes and technologies. Must be able to prioritise and manage own time effectively and able to work unsupervised.

Essential skills:

- Prior experience in 1st-line support role
- Attention to detail
- Analytical thinking & systematic approach to troubleshooting
- Experience working with and troubleshooting MS Office applications, Windows OS, Mac OS X
- Experience configuring network printers, mobile devices, network drives
- Excellent communication skills and time management
- Ability to commute daily to Southwark, London

Technical in-depth knowledge:

- Prior work experience in MSP background
- ITIL Foundation (V3)
- Microsoft Certified Professional or/and CompTIA certification is a plus

Benefits:

- Competitive salary based on experience: £20,000 - £25,000 per annum
- Up to 25 days holiday (plus bank holidays)
- Paid overtime
- Discretionary bonus
- Personal development opportunities

You will be working on a shift pattern between the hours of 8:00am and 6:00pm Monday to Friday and we will need you to be able to work flexibly to respond to emergencies or support projects which usually happen during out of business hours.