



1st Line Service Desk Analyst

Join an awesome team and help us to deliver best-in-class service that our clients love.

Provide 1st line IT support to both internal and external clients as part of a close-knit three tier service desk team.

This is a fantastic opportunity to join a market-leading company that invests in its people. We offer excellent career progression and learning opportunities to gain additional industry-standard IT based qualifications.

What you need:

- Proven Experience within an IT support based role
- Strong fault analysis and troubleshooting techniques
- Good understanding of Microsoft's core business applications and desktop machine operating systems
- Basic technical understanding of networks: WAN and LAN connectivity, routers, firewalls, and security.
- Evidence of working within a team, supporting and working with others to reach organisational goals.
- Basic computer and operating system knowledge
- Excellent communication and administrative skills
- Interpersonal skills: such as telephony skills, active listening and customer-care
- Typing skills to ensure quick and accurate entry of service request details
- Ability to multi-task and adapt to changes quickly, planning and prioritising workload.
- Self-motivation with the ability to work in a fast moving environment

What we need to see in you

- Industry experience
- Enthusiasm for IT
- Initiative and self-motivation
- Strong interpersonal and communication skills
- Customer service focussed with ability to prioritise
- Adaptable, with a continuous improvement mind-set
- Ability to work well in a team environment
- Flexibility in your approach to working hours