

Job Title:	ITSD (IT Service Desk) Analyst
Reporting to:	ITSD Shift Lead

Brief overview of the role:	<p>Recruiting for Service Desk 1st line personnel at our 24/7 Shrivenham site.</p> <p>This role requires working a shift pattern to provide 24x7 services.</p> <p>The Service Desk Analyst will provide telephone and email based support, logging and tracking information in our Service Desk tool to ensure service requests and incidents are resolved in line with customer Service Level Agreements.</p> <p>This is an exciting opportunity in an established and growing service delivery company with a strong commitment to staff training and development.</p>
Duties:	<p>Routine duties include but are not limited to;</p> <ul style="list-style-type: none"> • Acting as an initial point of contact for external and internal customers providing support to users; ensuring that all communications to the Desk, phone calls, e-mails etc. are answered promptly and in a professional and courteous manner. • Responds to requests for support by identifying, registering and categorising incidents • Resolves issues at first call using standard operating procedures and knowledge base • Troubleshoot basic network issues • Following agreed procedures, provides information to enable incident resolution and promptly allocates incidents as appropriate and in accordance with agreed SLA's and KPI's • Responsible for general incident management ensuring customers are provided with regular updates, and progression is made in line with Service Level Targets. • Ensuring that all actions and diagnostics performed within life-cycle of incident is recorded accurately in the Service Management Tool and that the incidents/tickets are escalated to the 2nd Line Support team where appropriate and in a timely manner.
Essential Skills and Experience	<p>To maintain and build upon knowledge and experience in the following areas and applications:</p> <ul style="list-style-type: none"> • Customer Service skills • Excellent Communication skills (both verbal & written) • Ability to obtain Government Security Clearance (SC) with no restrictions. • IT support skills <ul style="list-style-type: none"> ○ Microsoft Office 2010/13 suite ○ Windows 7/8 ○ User Account management • General knowledge of basic software installation and network hardware (Desirable) • General knowledge of desktop computing

	<ul style="list-style-type: none"> • Ability to troubleshoot printer/hardware issues
Personal Attributes	<ul style="list-style-type: none"> • Passion about Service Delivery • Analytical & Problem solving skills • Excellent Time Management & organisational skills • A flexible approach to work at all times and the commitment to ensure tasks are completed to deadline • Able to respond quickly to changing priorities • Ability to produce clear and concise working processes and procedures. • Ability to work proactively, under one's own initiative • Keenness to learn and progress professional career
Hours	<p>Current Shift Pattern: 4 on 4 off – 12 Hour Shifts</p> <p>Shift pattern: 4, 12 Hour Day shifts, followed by 4 days* off, followed by 4, 12 Hour Night** shifts, followed by a further 4 days off etc.</p> <p>*Day Shift: 7am – 7pm **Night Shift: 7pm – 7am</p>

Equal Opportunities

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers