

## Job Description Service Desk Analyst



Job Title	Service Desk Analyst
Context	A member of Applicable's Service Operations Team providing the capability necessary to deliver quality technical support (incidents and requests), event management and access management. Be part of the resource pool for Professional Service engagements, problem management, and support continual service improvement.
Reporting To	Service Desk Manager
Main Duties	<p>Participating in a Global Service Desk Team working on a 4x4 working pattern, your duties will include:</p> <ul style="list-style-type: none"> <li>• Impact assessment and management of events and alerts triggered from assets across the estate</li> <li>• Triaging new customer tickets using Cherwell Service Management, assessing priorities and escalating if required</li> <li>• Resolving Incidents and Requests raised by our customers within agreed SLA's</li> <li>• Handling telephone calls from customers, vendors and other 3<sup>rd</sup> parties</li> <li>• Assisting the Incident Management team by owning all priority tickets through to resolution, performing communications to internal and external stake holders, chasing suppliers and escalating as appropriate</li> <li>• Generating and analysing Lync and SfB Media quality reports</li> <li>• Follow documented processes to provision and modify user accounts, Lync/SfB Application functionality and services</li> <li>• Supporting and performing Change activities</li> <li>• Performing server and application maintenance activities, including patching using SCCM</li> <li>• Managing Server Certificate renewals</li> <li>• Escalating Hardware issue to our suppliers and co-ordinate supplier access to our datacentres around the globe</li> <li>• Supporting 3<sup>rd</sup> line engineers with our core services – Lync 2013, SfB, Exchange and SharePoint</li> <li>• Supporting 3<sup>rd</sup> line engineers with our foundation technologies including <ul style="list-style-type: none"> <li>○ Microsoft Windows server 2012</li> <li>○ Microsoft SQL</li> <li>○ Dell Compellent</li> <li>○ Microsoft Virtual Machine Manager</li> <li>○ Active Directory</li> <li>○ Good for Enterprise</li> <li>○ Blackberry Enterprise server</li> </ul> </li> <li>• Executing technical tasks for problem management, projects and CSIP improvement initiatives</li> <li>• Other duties as directed by your manager from time to time</li> </ul>

	<p>Continual Service Improvement Programme activities:</p> <ul style="list-style-type: none"> <li>• Champion continual service improvement initiatives (including technical support processes) throughout Service Operations</li> </ul>
<p>Skills, Qualifications and Attributes</p>	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> <li>• Committed to providing first class customer service.</li> <li>• Problem solving and troubleshooting skills and experience.</li> <li>• Willingness to cross-skill in different technologies and platforms.</li> <li>• Excellent written and verbal communication.</li> <li>• Good level of general education (5 GCSE Grade C or above (or equivalent) including English and Maths).</li> <li>• Ability to prepare quality written correspondence, and internal and external-facing documentation</li> </ul> <p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> <li>• Background in technical support with a focus on Microsoft products.</li> <li>• Supported UC technologies including Lync / Skype for Business.</li> <li>• Experience in supporting successful projects.</li> <li>• MTA/MCSA Certification.</li> <li>• ITIL certification.</li> </ul>