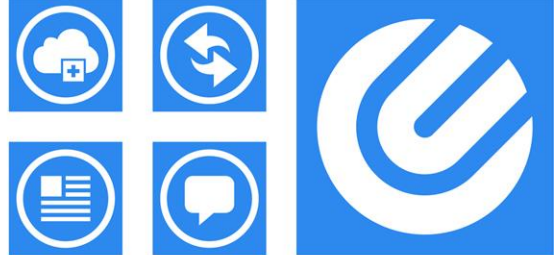


Job Description Service Desk Analyst

Author: James Smalldon,
Service desk Manager APAC



JOB TITLE	Service Desk Analyst
JOB TYPE	Full Time
REPORTING TO	Service Desk Manager
MAIN RESPONSIBILITIES	<p>The Service Desk Analyst is a member of the global service desk and is responsible for:</p> <ul style="list-style-type: none"> • delivering exceptional operational support to a global customer base using Applicable’s ITIL framework and a “follow the sun” operating model • analysis and resolution or escalation of events generated from multiple monitoring platforms • fulfilling standard service requests • resolving technical incidents and problems • performing change • support and promotion of a knowledge sharing culture • adhering to Applicable’s information security framework • acting with a high level of professionalism as detailed in the Capability Dictionary • other duties as directed by your manager from time to time
KNOWLEDGE, SKILLS AND ABILITIES	<p>Knowledge:</p> <ul style="list-style-type: none"> • ITIL best practice • Microsoft Server and enterprise applications • Storage Area Network (SAN) technologies • Voice-over-IP (VOIP) solutions • Information security best practices <p>Skills:</p> <ul style="list-style-type: none"> • Administering and troubleshooting Skype for Business Enterprise Voice • Administering and troubleshooting Teams Direct Routing • Administering and troubleshooting VMM, Hyper-V and VMWare • Troubleshooting SCOM rules, monitors and creating overrides • Troubleshooting failed Backups and restoring data using enterprise backup solutions • Troubleshooting SQL server high availability and performance • Troubleshooting user directories and forest topologies • Troubleshooting Windows Server environment’s performance (CPU, RAM, Disk) • Troubleshooting AudioCodes gateways • Written and verbal English language proficiency • Delivering results in high pressure work environments <p>Abilities:</p> <ul style="list-style-type: none"> • Manage events and alerts generated by SCOM • Complete standard service requests within agreed SLA • Resolve complex incidents and problems either independently or collaboratively when required • Implement standard changes and plan, write and implement complex changes • Effectively communicate details of complex incidents to internal and external stakeholders using both written and verbal communication • Champion continual service improvement initiatives (including technical support processes) throughout service operations • Self-improve through independent study, lab work, and awareness of the market • Analyse, organise and prioritise work while meeting multiple deadlines

	• Maintain effective working relationships	
Capabilities	Applicable Capability Dictionary	Level
		Customer Orientation
	Respect for Others	3
	Working Together	2
	Achievement Drive	2
	Analysis and Judgement	2

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