

Job title	Service Desk Analyst
Reporting to	Desktop Support Lead
location	Head Office – Kirkby in Ashfield
Job summary	<p>The IT Department provides support to employees across the UK and we pride ourselves on delivery a first-rate service and deal with all aspects of IT. An opportunity for a Service Desk Analyst has arisen. Reporting to the Desktop Support Lead, the main duties will involve the following:</p> <p>What you'll be doing day to day</p> <p>As a service desk Analyst, you will play a critical role in supporting staff within the business in their use of their IT equipment. You will work within the IT team to support Hardware, software, and key systems including troubleshooting issues and deploying new systems and services.</p> <p>Summary of the Duties and Responsibilities of the IT Service Desk Analyst</p> <ul style="list-style-type: none"> • Provide 1st line technical support for company computer systems and user equipment, including laptops, desktops, smartphones and tablets. • Providing remote user support for Desktop and Mobile users, including occasional site visits for job resolution and equipment delivery. • Performing basic administrative support duties, as required, to meet specific operational objectives. • Fault diagnosis on company devices such as laptops and desktops, mobile phones, and tablets. • Liaise with external suppliers and contractors. • Purchasing, imaging, and configuring new laptops, desktops, mobiles & tablets, including software installation. • Providing the first point of contact for staff and dealing with issues whilst managing service desk workload. • Escalating issues to 2nd line where necessary. • Utilising support tools including ITSM and endpoint management software such as Manage Engine ServiceDesk Plus and Desktop Central.
Skills, qualifications and experience required	<ul style="list-style-type: none"> • Previous experience working within a Service Desk/Helpdesk environment. • All-round knowledge of IT hardware, software and peripherals. • Experience of Active Directory. • Experience of Microsoft 365. • Experience of ManageEngine products (not essential). • Trustworthy and ethical approach, exercising discretion where required. • Organised, structured, and professional, with a passion for excellence. • Flexibility, resilience, and the ability to influence and build relationships at all levels. • Excellent communication that shows compassion and empathy. • Ability to explain technical issues in a non-technical way. • Commitment to the provision of excellent customer service. • Experience in a fast paced and multi-site business. • Self-starter who can prioritise a varied workload and demonstrate good time management to comply with deadlines.
Salary & Benefits	For the right candidates we offer an attractive benefits package in a rapidly expanding forward thinking company. Competitive salary depending upon experience and qualifications.

Applications

All applications in writing, including full CV to: recruitment@svellaconnect.com

At Svella, we are committed to creating inclusive opportunities for all our employees. We encourage applicants from all backgrounds to reflect the communities in which we operate and serve, and the customers we support. Please do let us know should you require any reasonable adjustments during any part of the application process.