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Old Town, Swindon, SN1 3EY

Telephone: 01793 467142

<https://jobs.coepirecruitment.com/job/service-desk-analyst>

## Service Desk Analyst

### Description

Our client is seeking a Service Desk Analyst to provide telephone and online based IT support as part of our IT Service Desk team.

Educated to GCSE level or equivalent, you will be IT literate with proven basic IT skills and have strong communication skills. Experienced in a customer service role providing telephone support to IT users you will be highly motivated with a positive professional attitude and a desire to provide a high standard of service.

Initially for a period of 9 months with a view to extend this to 12 months.

### Responsibilities

1. Provide a professional and effective 1st line technical support service with a high percentage of first time fixes.
2. To investigate incidents and take action to resolve these incidents whilst monitoring trends and enabling problem management.
3. Ensure calls answered, resolved or passed to other areas within agreed SLAs and KPIs.
4. Consistently monitor, review and improve standards and processes with a view to continuous improvement and customer satisfaction.
5. To support the IT Major Incident Process across the IT Estate.
6. To communicate known and potential problem areas to end users and management and to update progress to resolution and closure.
7. To escalate incidents to subject matter experts internally and externally as required.
8. To ensure incidents and requests are allocated to the correct resolver groups if not resolved by Service Desk.
9. To ensure that work is carried out in accordance with SBC's agreed policies, standards, methods and procedures.
10. To use the Service Desk System in line with agreed processes, data quality is maintained and information managed in line with relevant policies.
11. To use remote support tools to provide customer support and assist with software configuration, deployment and investigate and resolve incidents.
12. To provide an effective service in facilitating the requirements of ICT users starting, leaving or changing their role with SBC in line with the ICT Computer Security Policy including account set-ups and permission amendments.
13. To work as part of a Service Desk supporting team members.
14. Provide IT support services to customers through various channels and interfaces (telephone, email, web, remote support tools).

### Knowledge and Experience

GCSE or equivalent in 5 subjects including English and Mathematics  
Telephone support experience in a customer service role  
IT literate with proven basic IT skills  
Active Directory experience desirable  
Experience of supporting IT Users  
Proven planning and organisational skills

### Date posted

27 June 2023

### Reference

CR965978

### Base Salary

£ 11.75

### Job Location

SN1, Swindon

### Working Hours

8.00am to 4.00pm, Monday to Friday

### Beginning of employment

21st August 2023

### Duration of employment

9 months (with view to extend)

### Employment Type

Full-time

Contacts



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