

Job Description

Service Desk Analyst

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| Job Title: | Service Desk Analyst | Job Code: | GLF/IT-SDA |
| Location: | GLF Schools HQ | Travel Required: | Yes |
| Summary | | | |
| <p>To provide first and second line technical support to all users of the IT support service. You will require an aptitude for working with applications and systems to undertake analysis, diagnosis and resolutions of incidents.</p> <p>A friendly and professional manner are essential for this role with a willingness to go that extra mile to provide a service that exceeds expectation.</p> | | | |
| Role | | | |
| <ul style="list-style-type: none"> • Responsible for answering all calls to the service desk within agreed response times • Resolution of first and second line incidents • Provide services to the customer within agreed timeframes • Coverage for absence of other team members as required • Recording all incident details and resolutions into the Service Desk • Provide analysis and troubleshooting ensuring that all data is accurate and up to date • Provide a high level of first time fix • Escalating incidents as required • Provide basic user training as required • Ensuring regular communication updates are provided to the customer until incidents are resolved • Other duties as required by the Service Desk Team Leader or IT Director | | | |
| Experience | | | |
| <p>You will be expected to have the following experience to fulfil this role effectively:</p> <ul style="list-style-type: none"> • Recent experience in a similar role • Networking technologies - diagnostic • Hardware and software – installation, configuration and deployment • Audio visual technologies –diagnostic, repair and maintenance • Knowledge of a service desk environment including remote resolution • The ability to work professionally when under pressure • Well presented, positive and able to deliver a high standard of work • Server maintenance and management (minimum exposure) – group policy and active directory | | | |
| Other | | | |
| <ul style="list-style-type: none"> • Working hours are those worked onsite and not spent travelling, this is expected as part of the role and has been reflected in the salary grade • Annual leave must be taken to suit the needs of the business with a maximum of 50% of the entitlement to be taken during term time (with prior agreement). • Expected to travel so must have a full clean UK driving license and own vehicle (millage allowance applicable) | | | |

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| Accountability |
| Accountable to the Service Desk Team Leader |

GLF Schools is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).