

Job description - IT service analyst (PB6B)

Job summary

We have an IT user community of around 2000 people who are geographically spread and delivering a broad range of business functions covering forestry management, timber harvesting, recreation and events management, and management of visitor centres. Excellent IT is essential to help meet our corporate targets and to develop our future we have established a new IT team to design and run the service.

We have developed a modern service based around Cloud, working with new partners, and now are starting to embark on rolling out new projects such as Office 365, modernised client-side environment, and new systems and network infrastructure.

This role provides an ambitious and highly skilled Technology professional with an excellent opportunity to join our IT Service Desk team at an important time as we support our rapidly growing customer base through a period of significant IT transformation.

Key responsibilities & accountabilities

As part of a small dedicated Service Desk team, you will be responsible for managing our Service Desk ticketing system, supporting requests logged and dealt with or assigned in an appropriate and timely manner, monitoring and managing the flow of tickets logged, ensuring excellent customer service satisfaction and maintaining standards, working closely with Service Desk and wider-IT team colleagues in the resolution of issues.

Other tasks may include:

- troubleshoot and resolve customer IT technical support issues
- willing and able to work in the Bristol office for a minimum of 4 days per week, to facilitate equipment requests
- monitor and manage support tickets from start to timely conclusion to required standards, prioritising, escalating, and progressing accordingly
- setting up, configuring, and deploying laptops, desktops, iPhones, iPads
- work closely with 2nd line colleagues as needed to resolve issues
- end-user systems administration
- undertake standard Service Desk tasks such as processing new staff, leaving staff, requests, procurement etc
- be alert to wider issues and emerging patterns
- support delivery of IT projects
- maintain technical documentation and developing and maintaining written guidance as needed
- maintain accurate records and stocks

And any other task reasonably requested by your line manager.

Location-specific information (optional)

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Skills, knowledge & experience

Essential professional and technical experience

- excellent customer service skills
- experience working in an IT Enterprise environment supporting users
- strong written and verbal communication skills

Demonstratable knowledge and experience of as many of the following as possible -

(training will be provided where required):

- end-user administration (Active Directory user accounts and groups, Azure Active Directory)
- service desk support tools such Lansweeper, Bomgar, Microsoft Endpoint Manager
- mobile device and phone setup and support (iPhone, Jamf & MS endpoint)
- client-side OS and application troubleshooting: Windows 10, Office 365, Teams, MD Defender
- experience of telephony end-user set up such as Microsoft UC
- desk-side hardware break-fix and repair (Dell laptops, desktops etc)
- managed printer troubleshooting (Canon MFD's and Uniflow)
- basic networking principals, cabling and patching, DHCP, DNS.
- IT security awareness, supporting team to resolve security incidents
- appropriate IT related qualifications and/or 2 years' experience working within a hands-on and service focussed IT technical arena, as well as evidence of continued personal development
- infrequent/occasional UK travel and overnight stays may be required from time to time, as well as infrequent rota cover

Qualifications

Essential

- /

Desirable

- /

Success profiles

experience
ability
technical
behaviours
strengths