

<b>Title</b>	Senior Technical Service Desk Analyst
<b>Type of contract</b>	Permanent
<b>Location</b>	Intergence HQ Pampisford (CB22 3HG)
<b>Hours</b>	8am to 6pm Monday to Friday alternating shift and on call
<b>Salary</b>	25k to 29k

### Skills Required

Technical Service Desk experience – 2 years or more

### Description

The Technical Support Analyst will work on a Hybrid basis of 3 days in the office and 2 days from home or another location, however from time to time they maybe asked to visit customer sites, where travel expenses will be reimbursed. This includes the responsibility of following all procedures related to identification, prioritisation and resolution of incidents and Service Requests.

The Analyst will have knowledge and working experience of Network and Infrastructure troubleshooting and maintenance.

### Responsibilities

- Gathering information to resolve Incidents or Service Requests
- Remote support, which will often involve speaking with the customer, so good communication skills are required.
- Act as the 1<sup>st</sup> point of escalation for any and all cases that would require technical knowledge
- Identify, recommend, develop and implement end user training programs to increase computer literacy and self-sufficiency.
- Assist development and communication of documentation, usage guides and FAQs for end users.
- Assist the development, implementation and administration of service Centre staff training procedures and policies around newly introduced software and hardware.
- Contribute to escalated problem resolution by giving in-person, hands-on support to end users when necessary.

### Knowledge & Experience

- Minimum 3 years experience working in an IT Service Desk Environment
- Extensive application support experience with SaaS-based applications such as O365, D365, Five9, LogicMonitor would be an advantage.
- Extensive knowledge of computer hardware, including Desktop, Laptops, Servers, Networking and security vendors.
- Working knowledge of a range of diagnostic utilities.
- Experience with desktop and server operating systems, including Win10 & MacOS.
- Knowledge and practical experience of monitoring/altering Network systems

### Work Conditions

- 40-hour on-site work week with on-call availability as required.
- Travel to and from Customer sites as required by our contractual needs.
- Sitting/standing for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.
- Detailed knowledge of Word, Excel, PowerPoint, Outlook etc.
- Working from home when deemed appropriate.
- Full UK Driving License.