# **Job Role: Service Desk Analyst**

To be successful in this role the Service Desk Analyst will be responsible for providing a range of remote and deskside support to all users; resolving both software and hardware related issues; and managing the hardware deployment and returns.

The Service Desk Analyst will also provide support in respect of hardware, software, networking, telephony, printing and mobiles. They will also manage the existing knowledge documentation ensuring they are working efficiently and effectively.

# **Role Summary**

* To build and deploy mobile phones to staff members and ensure compliance within our Mobile Device Management platform.
* To maintain our Mobile Phone number register
* To troubleshoot and remediate Mobile phone issues reported to the Service Desk
* Liaise with line managers and administrators to arrange for delivery and returns of all ICT assets, updating the ICT Asset Management tool and ticket system accordingly.
* To deploy apps to Android and Windows devices via the Intune deployment tool
* When required, to triage all submissions to the Service Desk tool and assign to correct resolver group including notifying suppliers.
* To respond to and resolve requests submitted to the Service Desk.
* To build and configure laptops for staff members ensuring appropriate business software and security software and patches are installed before issue; maintain ICT’s Asset Management tools.
* To troubleshoot and remediate hardware faults with laptops engaging with Support partners if required.
* Proactive management of the asset register for warranty and location purposes.
* To monitor and maintain Sophos security console ensuring all vulnerabilities are checked and resolved.
* To set up new user accounts across multiple systems including M365 and EntraID.
* To able to create and amend dynamic groups in Azure
* Understanding of Exchange Admin Centre including Mailboxes, Resources and delegation permissions
* To work with the preferred ICT supplier to troubleshoot printer and network issues.
* To support and troubleshoot Voice requests using BT Cloudworks
* To undertake other duties as determined by the developing nature of the organisation and the Service Desk Team Leader and the Director of Technology and Change.

# **Key Experience**

* Experience of Mobile deployment including Android technologies
* Knowledge of Microsoft Suite including Outlook, Teams, SharePoint, Excel and Word
* Experience of supporting and configuring a Windows 10/11 infrastructure
* Experience of Microsoft Azure, Intune, Entra ID, Exchange Admin
* Experience working in a service desk environment
* Demonstrates a user centric approach and delivery of services to end users.

# **Abilities, Skills and Knowledge**

* A minimum of 1 years' experience, preferably within a professional services environment.
* Methodical in approach to resolving end user's issues and troubleshooting.
* Good time management, communication and organisational skills.
* Positive, enthusiastic and resilient manner - enjoys a challenge.
* Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements.
* Takes full accountability for actions taken and decisions made.
* Puts users first and can manage competing priorities.
* Self-driven to learn new technologies

# **Position Details**

**Reporting To:** Service Desk Team Leader

**Location**: 4-5 days onsite, Inspire House

**Salary**: £25k DOE

**Car**: Driver preferable, as on occasion may have to travel to other Enable sites