

## Job Description

<b>Job Title:</b>	Service Desk Analyst
<b>Location:</b>	Tewkesbury Office, Unit 19
<b>Reporting to:</b>	Service Transition Lead
<b>Date:</b>	April 2021

### The Role

As a Service Desk Analyst at Amiosec you will be the first point of contact for our managed services customers, providing secure, professional and friendly customer and support services. Responsible for recording details accurately and managing the contact through to conclusion within the agreed SLAs.

This role requires you to be part of a 3-person rotating on-call team for major service issues and customer escalations.

### Key Responsibilities

- Handle incoming issues, queries and help requests from end users, either via email, ticketing or over the phone.
- Providing technical assistance for product questions and issues.
- Following up with customers to ensure full resolution of issues.
- Fulfilling service requests such as device re-provisions.
- Support the Major Incident Management Process.
- Creating and updating process documentation and user guides.
- Hardware provisioning activities (phones, tablets, stiks).
- Training other staff members on troubleshooting and diagnosing problems.
- Writing, editing, and revising training manuals for new and updated software and hardware.

### Skills Profile (desirable but not essential)

- Service Desk experience (minimum of 1 year).
- Friendly, polite, and professional.
- Customer focused & excellent communicator.
- Analytical and problem-solving mindset.
- Proficient in use of ticketing systems such as Jira & Freshdesk.
- Proficient in use of knowledge systems (Confluence, Sharepoint).
- ITIL certified or working knowledge/experience.
- Knowledge of Apple devices, phones/tablets.
- Networking understanding.
- Microsoft office proficient.
- Unix experience.