

## Role Profile: Service Desk Analyst

### Vacancy Description:

Amiosec is an exciting and growing UK technology company with innovation, agility and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology and products in the communications security sector.

We have a vacancy within our Service Operations team and are looking for a highly competent Service Desk Analyst to support the continued growth of the business.

As the Service Desk Analyst at Amiosec you will be the 1st point of contact for our managed services customers, providing secure, professional, and friendly customer support services. The post holder will be responsible for recording details accurately and managing the contact through to conclusion within the agreed SLAs. The candidate must therefore have experience in service desk or service operations environments and have rigorous attention to detail. Ideally, the successful candidate will assist in the development of new procedures and improved ways of working while ensuring best security practices are adhered to.

**Note:-** Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

### Typical Activities:

Subject Area	Activities
<b>Customer Service &amp; Support</b>	<ul style="list-style-type: none"> <li>• Handle incoming issues, queries and help requests from end users, either via email, ticketing or over the phone.</li> <li>• Provide 1st and 2nd line incident management support for customer issues.</li> <li>• Fulfilling service requests such as information requests or new hardware requests.</li> <li>• Hardware provisioning activities (phones, tablets, sticks).</li> <li>• Support the Major Incident Management Process.</li> <li>• Creating and updating process documentation and user guides.</li> </ul>
<b>Team Activities</b>	<ul style="list-style-type: none"> <li>• Involvement in weekly stand-ups providing latest ticket updates to Operations teams.</li> <li>• Providing updates around any service or customer issues for problem management.</li> </ul>

The sections below outline typical responsibilities and competencies that we are looking for. These are wide-ranging and represent the full cross section of capabilities that we seek. Prospective candidates should be able to demonstrate ability in a number of the technical competencies (depending on grade/experience) and as a minimum, satisfy the core competencies as listed.

We are **not** looking for full coverage across all of them in any one candidate.

## Technical Competencies

Subject Area	Competency
<b>Skills and Experience</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Service Desk experience (minimum of 1 year).</li> <li>• Excellent communicator face to face and online.</li> <li>• Customer focused.</li> <li>• Experience using computers with either Windows, Linux or Mac based applications.</li> <li>• Analytical and problem-solving mindset.</li> <li>• Can work independently and with a team.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Proficient in use of ticketing systems (ITSM) (Freshdesk, Jira, Servicenow etc).</li> <li>• Proficient in use of knowledge systems (Confluence, SharePoint).</li> <li>• ITIL certified or working knowledge.</li> <li>• Networking understanding.</li> <li>• Secure communications experience.</li> <li>• Microsoft office proficient.</li> <li>• Unix experience.</li> <li>• Fault-finding of electronic assemblies to component level.</li> <li>• Basic Wi-Fi knowledge.</li> <li>• Apple mobile device knowledge.</li> </ul>

## Core Competencies

Subject Area	Competency
<b>Approach</b>	<ul style="list-style-type: none"> <li>• Excellent attention to detail.</li> <li>• Enthusiasm for providing world class customer service.</li> </ul>
<b>Working Style</b>	<ul style="list-style-type: none"> <li>• Ability to work individually or as a member of a multi-discipline team.</li> <li>• Self-motivated.</li> <li>• Willingness to be flexible and embrace new technologies/techniques.</li> <li>• Good time management skills and ownership of own deliverables.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Good communication skills.</li> <li>• Professional and friendly.</li> <li>• Quick to react and think on feet.</li> <li>• Adaptable.</li> </ul>