Role: Service Desk Analyst

Type: Permanent
Location: Tewkesbury

A bit about us…

Amiosec is an exciting and growing UK technology company. We work in partnership with UK government customers and commercial providers to deliver research, technology, products and services in the secure communications sector.

Our Managed Service team is expanding. We are looking for talented Service Desk Analysts who want to join us on our journey. We provide a stimulating working environment, with opportunities to be involved in a variety of projects and services that aim to deliver and continually evolve secure mobile services for our customers.

We are therefore looking for Analysts who are flexible, enjoy a challenge and want to be part of a company who are people focussed. We actively encourage personal development and provide training opportunities to allow you to develop your skills. We promote a family feel and encourage social activities aimed at bringing our people together and invest in our customers, becoming trusted partners who strive to go the extra mile to support them.

We are also passionate and committed to growing new talent. We run a Graduate Scheme and have an active STEM outreach program – working with schools, universities, and the NCSC CyberFirst program. If you're interested, we'd love you to get involved and help out in these areas. Our Service Engineering team is vital to our continued growth and success as a business and this not only includes what we do, but how we do it.

Vacancy Description

As the Service Desk Analyst at Amiosec you will be the 1st point of contact for our customers across multiple services, providing secure, professional and friendly customer support services. Responsible for recording details accurately and managing the contact through to conclusion within the agreed Service Levels. The candidate must therefore have experience in service desk or service operational 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 we adhered to best security practices.

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

Working hours are Monday – Friday, 7.5 hours per day on a weekly shift rotation. You may occasionally be required to be an on-call Duty Manager.

Typical Activities

Subject Area	Activities
Customer Service & Support	• Handle incoming issues, queries and help requests from end users, either via email, ticketing or over the phone • Provide 1st and 2nd line incident management support for customer issues • Fulfilling service requests such as information requests or new hardware requests • Hardware provisioning activities • Support the Major Incident Management Process • Creating and updating process documentation and user guides
Team Activities	• Involvement in weekly stand-ups providing latest ticket updates to Operations teams • Providing updates around any service or customer issues for problem management

The sections below outline the 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
Experience and Skills	Essential: • Service Desk experience (minimum of 1-2 years) • Excellent communicator face to face and online • Customer focused • Experience using computers with either Windows, Linux or Mac based applications • Analytical and problem-solving mindset • Aptitude to learning, understanding and applying technical skills • Can work independently and with a team Desirable: • Proficient in use of ticketing systems (ITSM) (eg Freshdesk, Jira, Servicenow etc) • Proficient in use of knowledge systems (Confluence, Sharepoint) • ITIL certified or working knowledge

	• Networks familiarity • Secure communications experience • Microsoft office proficient • Unix experience • Fault-finding of electronic assemblies to component level • Basic Wi-Fi knowledge • Apple mobile device knowledge • Personal interest in IT

Core Competencies

Subject Area	Competency
Approach	• Excellent attention to detail • Enthusiasm for providing world class customer service
Working Style	• Ability to work individually or as a member of a multi-discipline team • Self-motivated • Willingness to be flexible and embrace new technologies/techniques • Good time management skills and ownership of own deliverables
Customer Focus	• Good communication skills • Professional and friendly • Quick to react and think on feet • Adaptable

Amiosec is committed to providing equality of opportunity for all. We aim to ensure our workplaces are free from discrimination and that our current and future colleagues, are treated fairly and with dignity and respect. Please inform us of any reasonable adjustments that we may need to make to the application or interview process.

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