



Job Title: IT Service Desk Analyst

Department: IT

Location: Kings Hill

As part of a 2 tier I.T Service Desk model, the 1st Line I.T Service Desk Analyst plays a critical role in supporting the internal Cabot customer base.

Working in an exciting and fast-moving Financial Services environment you will act as the first point of contact for all support requests received by the I.T Service Desk, via telephone or email.

You will perform an initial triage on calls raised ranging from user access requirements through to hardware and system software and application support, escalating to the 2nd line Service Desk tier and other I.T Support functions as necessary.

You will be responsible for the granting, modification and removal of system access for Cabot staff as part of the Joiners Movers and Leavers process.

In addition to the above you will undertake I.T equipment procurement, stock management and asset tracking through the asset's life cycle.

Working as part of an 8-person Service Desk team you will provide support on a shift pattern covering Monday to Friday 07:00 to 15:30 hours.

Skills and Experience

To succeed in this role, you will require a good basic knowledge of common computing principles and technologies e.g. Windows, PC's, Thin Clients, Mobile devices, Printers, Networking, Office365, Citrix, Active Directory. Previous experience working in a Service Desk environment providing 1st line support would be an advantage.

You should be able to take a structured and methodical approach in the analysis of issues and in problem solving and possess a desire to learn and broaden your expertise.

You will also need a confident manner and good interpersonal skills coupled with a strong customer service ethic.

You should be able to drive to the Kingshill Office or be within 45 minutes commute to Kingshill to meet the on-site shift commitments.

Disclaimer -The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed to meet the ongoing needs of the organisation.



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