



At Cabot, we pride ourselves on being the best at what we do, and we recognise that it's the people that make the difference to any organisation. So, are you ready for a new challenge?! As we are on the lookout for a **Desktop Services Analyst** to join our **IT Operations department**.

This role will be part home based and part office based in our dynamic Telford office.

Not heard of us? Here's our story:

Cabot Credit Management is a market leader in credit management services. We are an award winning, Investors in People Gold accredited organisation and we are passionate about the ethical treatment of our customers and employees.

Things you should know:

The Desktop Services Team form part of the wider Service Delivery Team, and play a fundamental role supporting our business users, and by extension our external customers. The Team provide technical assistance to staff, including installing, upgrading, and troubleshooting hardware and software systems used by the business.

The purpose of this role is to provide dedicated, customer focused, hardware and software support to colleagues at all levels across the organisation.

Some of the key responsibilities include:

- Act as an escalation point for the First Line Service Desk Team for user hardware and software related incidents and service requests assigned to the Desktop Services Team, ensuring that all relevant information is captured in our ITSM Tool (ServiceNow)
- Adhere to the Desktop Services shift pattern and on-call rota to ensure that business is adequately supported at all times
- Work closely with the Infrastructure teams in providing onsite support when needed during fault investigations and diagnosis, as well as providing assistance for project work
- Provide the appropriate support and guidance regarding IT and InfoSec policies to our colleagues across the organisation.
- Providing Remote support to colleagues who are currently working from home, or in the office, including following prescribed checks on home workstation setups, and reporting findings to line managers.
- Provide the appropriate support and guidance regarding IT and InfoSec policies to our colleagues across the organisation

The fun facts:

Not only are we offering a competitive salary of £26,000 to £28,000 (doe), but you will also be entitled to loads of great benefits, such as discount and cash back on hundreds of high-street shops, private health insurance, pension, flexible hybrid working plus much, much more.

Things we need from you:

- Previous experience of providing high quality Desktop Support to a similar sized user base
- Experience with Corporate office systems including Office 365, Printers, Desktop/Laptops and Mobile Devices
- Strong analytical skills with excellent attention to detail and high standards
- Self-motivated and able to work off your own initiative
- Good understanding of the importance of IT management controls, processes, and procedures in the delivery of service
- A recognised qualification in an IT related discipline.
- ServiceNow experience would be beneficial but not essential.

What happens next?

If this sounds like you and if you would like to join our rapidly expanding company that offers excellent career progression, then we would love to hear from you! We are looking for people to interview asap and join us in the new year.

Diversity and inclusion are very important to us at Cabot, and we value a multitude of diverse talent within our business. We want everyone to be themselves at work and encourage a culture that includes everyone. Our policies ensure that every candidate and employee are treated fairly and with equal opportunities.

***At Cabot we are highly regulated by our clients, as such, any successful candidates will have to undergo a basic credit check and criminal background check. Please note that we are unable to proceed to interview stage if a CCJ, IVA or Bankruptcy appears on a credit file, or if you do not have full right to work in the UK – we are unfortunately unable to offer sponsorship.*

