

Job Description

Role Title	IT Service Desk Analyst
Job Family & Category	IT / IT Service Desk Analyst
Team	IT and Compliance
Line Manager	IT Service Delivery Manager
New/ Existing Role	Existing
Perm/ Fixed Term	Perm
Resource and Management Responsibilities	None
Job purpose	Working within the IT team at Energy Saving Trust the IT Service Desk Analyst is responsible for the resolution of support requests, incidents, IT queries and the day to day IT support requirements of our userbase across our sites in Edinburgh, Cardiff, Belfast and London, as well as our remote users.
Key responsibilities	<ul style="list-style-type: none"> • Provide first- and second-line support of user incidents and requests within agreed SLA's. Including: deskside and remote IT support for staff. • Day to day support of our Office 365 environment including Exchange online, SharePoint, and Teams. • Provide VPN Client support • Administration of Active Directory/Azure services such as user account creation, user permissions. • Software and hardware installations. • Laptop and mobile phone management using SCCM, Intune and MDM tools. • Application support for our office suite and some bespoke applications. • Ensuring all support requests are logged and managed on our IT Service management tool. • On-call support (rota) for out-of-hours emergency cover.

Within one month, you will:

- Learn the way the department functions, how the various teams interact and support each other, and build out a knowledge and understanding of everything that goes on.
- Begin the development of knowledge and experience on the technical aspects of the role, including learning the Servicedesk software and ticket logging.
- Work with the wider IT team to support the organization, share knowledge, and resolve issues.

Within three months, you will:

- Have developed a good understanding of EST, the role the IT department plays in supporting the day-to-day running of the organisation, and further developed the technical skills to support the user base.
- Be in a position to provide on-call support for the business outside of regular office hours, 8:00am – 8:00pm Monday-Friday and 9:00am – 5:00pm Saturday.
- Support the office physically, understand the office set-up, and deliver top-quality IT support to staff in person.

Within six months, you will:

- Have a complete grasp of the role and be in a position of confidence within it. Technical skills will be at a point where the individual should be self-sufficient in support while still knowledge sharing, supporting, and gaining support from the rest of the IT team.
- Have the knowledge to support more unusual or obscure software packages that we support and have a complete grasp of the range of tools that we support for the company.

**Knowledge, skills
and qualifications
required**

Essential:

- Background in IT support working with Windows operating systems (Windows 10 +) and macOS.
- Experience of application support and troubleshooting.
- Experience of hardware support of Laptops, printer and network devices.
- Experience of using IT Service management tools for managing requests such as ServiceNow, Freshservice or Servicedesk +.
- Experience of using OS administration tools such as SCCM and Intune for imaging and deployment.
- Strong customer service and quality orientation.
- Confidence in communicating internally at all levels.

Desirable:

- Experience of working with ISO27001 management system.
- Experience of working in a ITIL framework.
- Microsoft Azure or other cloud infrastructure knowledge.