



Trainee Service Desk Analyst

Job Description

- Provide support and management of incidents and service requests according to established IT Service Management (ITSM) processes and procedure across projects
- Ensure accurate recording of client and incidents details and troubleshooting progress
- Resolve incidents and service requests, sometimes using automated or standardised and documented resolution processes
- Escalate incidents and service requests to higher support levels or specialist support teams in accordance with established ITSM processes and SLAs
- Identify potential issues and act on these in accordance with the established ITSM processes
- Serve as an escalation point for incidents and service requests raised as an application champion for an assigned suite of line of business services
- Maintain a high degree of customer service for all support queries, take ownership of user problems and be proactive when dealing with user issue
- Excellent interpersonal and team collaboration
- Ability to work under pressure

Job Requirements

- A Diploma in IT
- Ability to work on shift hours (24x7 on 3 shifts)
- Good IT troubleshooting skills
- Customer Focused and Quality Oriented
- Good communication and telephone skills
- Effectively demonstrates teamwork, problem solving, demonstrate the ability to quickly acquire knowledge in the support of applications and services

- Excellent English language proficiency

The following would be an advantage:

- Professional qualifications (CCNA / MCP / MCSA / MCSE)
- Conversant with Office 365
- Experience in IT Support or Service Desk
- Fundamental knowledge of the ITIL framework and or/other IT Service Management methodologies
- Knowledge in Active Directory, Microsoft Operating Systems, Backup Technologies
- Knowledge of maintaining Windows Workstations & Office 365 environments, Ms Exchange, Basic LAN and WAN troubleshooting