



## **Analyst - IT Service Desk Management Outsourcing**

### **Summary of Role**

As an IT Service Desk Analyst, you will be responsible to assist in the implementation and maintenance of ITSM processes, handle routine service requests and incidents, participate in documentation, knowledge base creation and collaborate with other IT teams for issue resolution.

### **Roles and Responsibilities**

- Provide support and management of incidents and service requests according to established IT Service Management (ITSM) processes and procedure.
- Ensure accurate recording of clients and incidents' details and troubleshooting progress.
- Resolve incidents and service requests, sometimes using automated or standardized 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.
- Adhere to GDPR (General Data Protection Regulation) and Data Protection Act
- Ensure project reports and SLA& KPI (Key Performance Indicators) are updated.

- Adhere to all Risk & Compliance procedures in line with company and the client's expectations.
- Involve in Incident Management, coordinating responses to incident reports, minimizing negative impacts, and restoring service as quickly as possible.

### **Qualification & Experience**

- Higher School Certificate (Computer science at A-Level)
- 1-2 years of experience in IT Support
- Professional certifications in IT would be an advantage.

### **Skills**

- Good IT troubleshooting skills.
- Customer Focused and Quality Oriented
- Good organization and planning skills.
- Effectively demonstrates teamwork, problem solving, demonstrates the ability to quickly acquire knowledge in the support of applications and services.
- Good communication (Written and Verbal) and Knowledge of Telephony System.
- Conversant with Office 365 and MS Excel.
- Good analytical and strong problem-solving skills.
- Good time management skills.
- Eagerness to learn new technologies, keeping up to date with industry trends.
- Ability to prioritize task.
- Ability to manage time effectively.

### **Other:**

- Ability to work on shift hours (24x7 on 3 shifts)