

## Senior Service Desk Analyst

At Frontline Consultancy, we pride ourselves on our customer service and our service desk are at the heart of it. That's why we invest in our people and provide ongoing training and support to achieve certifications and progression within the business.

The Senior Service Desk Analyst will deal primarily with escalated support queries across a wide range of technologies and monitor operational resources. The role will also include some project based work so there is lots of variety and opportunities to learn and grow with the business.

The successful candidate will have 2-5 years' experience in either a 2<sup>nd</sup> or 3<sup>rd</sup> line service desk role and experience of working ticket queues, SLAs and have a strong focus on the customer experience. You will be a confident communicator with both technical and business users and be able to translate customer requirements into solutions. You will be keen to learn new skills and products with a genuine passion for technology.

### Principal Responsibilities:

- Be an effective escalation point to Service Desk Analysts, providing troubleshooting advice and knowledge
- Monitor and maintain network and associated software, including responding to tickets.
- Work with other departments, contractors and staff to ensure compliant Server and Network operations.
- Identify, categorise and respond to Server and Network problems.
- Manage changes, upgrades, improvements and integrations.
- Monitor Device Uptime and Report on this.
- Communicate with partners and vendors on behalf of the company
- Recommend infrastructure upgrades for optimal performance to the management
- Resolve technical issues remotely. Using customer knowledge, business processes and knowledge base articles to resolve customer requests.
- Manage Service Documentation – Maintain comprehensive records of issues relating to both software and hardware in the Frontline ITSM Knowledge Base.

### Person Requirements:

- An ability to think critically about systems and to offer suggestions where appropriate
- Highly analytical in problem solving with the ability to apply original and innovative thinking

**Frontline Consultancy & Business Services Ltd**

Frontline House, Epsom Avenue, Brooke Park Estate, Handforth, Wilmslow, Cheshire, SK9 3PW

[www.frontline-consultancy.com](http://www.frontline-consultancy.com), [info@frontline-consultancy.co.uk](mailto:info@frontline-consultancy.co.uk), 0333 323 2141

Company registration number:2643915

Registered in England and Wales

- Must aspire to a culture of service excellence, with a proactive attitude to managing issues and keeping customers updated at all times.
- Excellent verbal and written skills in order to communicate effectively with customers, managers and other colleagues.
- Be able to work under pressure and think clearly in challenging situations in a logical manner.
- To be flexible in approach and be comfortable with a fluid organisational structure that requires both teamwork and self-sufficiency as necessary, with the ability to work under minimal supervision.
- Excellent customer service skills and a professional telephone manner are essential in this customer facing role.
- Excellent team player, develops and maintains positive working relationships with others.
- Excellent time management skills.
- Knowledge and understanding of relevant industry standards.

## **Experience and Certification Requirements:**

Required:

- Minimum of 5 years' experience in IT
- Minimum of 2 years' experience at 2<sup>nd</sup> level IT Service Delivery
- Experience with Windows 7,10 & 11
- Windows Server
- Microsoft Exchange
- DHCP, DNS, LAN & WAN
- VMware and Hyper V
- Active directory, group policy, print & file server experience
- Backup technologies (Inc Backup Exec, Datto, Azure, Veeam)
- Antivirus (Inc BitDefender and McAfee)
- WSUS & Windows update technologies
- Office 365 (Inc Exchange, SharePoint, OneDrive, Teams)

### **Desirable**

- ITIL foundation qualification
- Microsoft certification or equivalent
- Citrix certification or equivalent
- IT Managed Services Experience
- Linux Operating System Experience
- Network & VPN (Inc VLAN, Watchguard, Juniper, Cisco ASA, Cisco Meraki)

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- SAN technologies
- Multi WAN topology
- Experienced with PowerShell
- Azure Virtual machines, Active directory & V-Nets
- VOIP Telephony Experience (Teams, Cisco, 8x8 etc)
- ITSM / Datto experience.
- RMM tools, patching, and scripting
- Experience of working to ISO 9001 and ISO 27001 standards.

### **Working Environment:**

- This position is a hybrid environment, working remotely from home and in the office at Handforth in line with our Remote Working Policy.
- Working hours are 37.5 hours per week. Working weekly shift rotation to cover key support hours 08:00 – 18:00, Monday to Friday.

### **Benefits:**

- Company enrolled benefits package.
- Employee Assistance Programme
- 22 standard days annual leave plus UK bank holidays.
- 1 additional annual leave day on your birthday.
- 2 additional annual leave days entitlement at Christmas.
- Pension Scheme after 3 months of service.
- Pool Table, Massage Facilities and Next-Gen console on-site.
- Company laptop.
- Employee of the Month bonus scheme of £500 if you are successful
- Referral fee of £1,000 if successful
- Funded training in line with Company and personal objectives

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