

Job Description



Purpose:	<i>To provide clear information on a specific job role</i>		
Applies to:	<i>Prospective & current employees at Frontline Consultancy.</i>	<i>Owner: Service Desk Manager</i>	
Document:	<i>First Issue: March 2016</i>	<i>Current version: V4</i>	<i>Revision Date: 21/10/2024</i>

The Job: **Senior Service Desk Analyst**

The Senior Service Desk Analyst delivers maintenance for a primary incident solution, request fulfilment and reports to the centralised division of Service Desk.



You will be primarily dealing with escalated support queries across a wide range of technologies and Operational Resource Monitoring. The role will also include some project-based work.

You will have between 2-5 years' experience in either a 2nd or 3rd line service desk role, experience in working ticket queues, SLA, and focus on customer experience. You can speak confidently to both technical and business users and translate customer requirements into solutions. You are keen to learn new skills and products with a genuine passion for technology.



Principle Responsibilities:

- 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, categorize 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:

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- 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
- 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 2nd level IT Service Delivery
- Experience with Windows 10 & 11
- M365 (Inc Exchange, SharePoint, OneDrive, Teams)
- Windows Server
- Microsoft Exchange
- DHCP, DNS, LAN & WAN
- VMware and Hyper V
- Active directory (Entra), group policy, print & file server experience
- Backup technologies (Inc Backup Exec, Datto, Azure, Veeam)
- Antivirus
- Windows update technologies

Desirable

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

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.

Smart Performance Indicators (first 12 months)



- Personal first-time fix $\geq 75\%$; reopen rate $\leq 3\%$.
- Contribute ≥ 24 new or updated knowledge articles with $\geq 90\%$ helpfulness.
- Reduce average handling time by 15% through AI and automation usage.
- Mentor two first line analysts to independently resolve priority categories.

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.

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- Pension Scheme after 3 months of service.
- Employee of the Month bonus scheme of £500 if you are successful.
- Referral fee of £1,000 if successful