



Service Desk Analyst

Introduction

Net Consulting (NCL) are seeking a Service Desk Analyst to join our Defence team on a permanent basis in Corsham.

We provide managed services to the public and private sectors, helping organisations perform optimally and securely. We are at the heart of supporting the Ministry of Defence to deliver their digital backbone and unleash the power of Defence's data.

As a Service Desk Analyst, you will be part of an established team providing 1st line support services to our user community, ensuring tickets are addressed within SLAs and liaising with our customers to provide updates and validate resolution of issues. Additional training will be provided.

Our roles are only available if you hold, or fulfil the criteria to obtain, a UK Security Clearance.

Responsibilities

- Conducting Analysis and triage of application and data issues
- Provide 1st line technical support to all staff by phone or email
- Administer user access and configuration of new employee set-up
- Application administration
- Provide timely, clear and relevant updates to ITSM tickets.
- Escalation to 2nd line and 3rd support teams
- Monitoring IT Service Management queues for Incidents / Work Orders / Requests and providing updates within agreed timelines
- Liaising with users to provide clear, concise, accurate updates on application and data issues
- Capturing all incidents in the MOD's Remedy IT Service Management toolset

Skills and Experience

- Experience of using and/or administering the BMC Remedy IT Service Management toolset (experience is a bonus, however training will be provided).
- Knowledge of ITIL practices, specifically Incident, Request and Knowledge Management
- Capable of building effective working relationships with internal and external stakeholders at all levels

- Able to communicate clearly in written and verbal mediums
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Personal Characteristics

- Maintain a high degree of customer service for all support queries
- Excellent telephone manner and face to face communication skills
- Proven abilities to take initiative and be innovative
- Able to spot patterns in repetitive incidents to identify trends and propose improvements
- Self-motivated with the ability to manage their workloads independently to completion
- Analytical mind with a problem-solving aptitude
- Committed to excellence and capable of making tough decisions where necessary

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Company Benefits and Perks

- Competitive Salary
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| <ul style="list-style-type: none">• Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing |
| <ul style="list-style-type: none">• 25 Days' Annual Leave (in addition to Bank Holidays)• Performance Bonuses (Personal & Company)• Excellent Career Progression Opportunities |

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NCL – Application Support Analyst - 2021