



## Service Desk Analyst Full-Time, Permanent Based in Newcastle

### Overall Job Purpose:

The Service Desk is the entry point and ongoing single point of contact for all IT support related interactions.

- Providing colleagues with the tools they need to do their job
- Prompt identification, understanding and resolution of issues
- Pro-actively working towards issue prevention
- Continuous service improvement

As Service Desk Analyst, you will provide colleagues with support across our entire infrastructure, delivering prompt, professional and customer focused service with every interaction.

You will be part of a proud, innovative community where ideas are encouraged, opinions count, and job satisfaction and wellbeing really matter.

### Principal Accountabilities:

- Deliver Services that support business objectives and outcomes, providing technical support, training and advice via phone, email, walk up & chat, collaborating with the wider IT Team when needed and communicating effectively with all stakeholders
- Ensure customer interactions are managed efficiently and effectively, logging all interactions on Service Now with concise notes, ensuring accurate assignment of tickets
- Provide a clear communication channel between customers and the IT organisation, managing expectations and setting the standard of behaviour for customer engagement
- Maintain a high level of customer service, understanding the impact issues have on customers and our business, then managing appropriately
- Maintain and share knowledge of supported products and services
- Maintain an understanding of the Go-Ahead organisation and customers of the Service Desk
- Adhere to, promote and support the Go-Ahead Information Security policies
- Contribute to knowledge creation and maintenance
- Promote a culture of continual improvement by identifying and initiating service improvement opportunities and challenging the status quo

### Knowledge & Experience:

Attributes	Essential	Desirable
Education & Qualifications	NVQ Level 2 in ICT Support or Equivalent	Recognised technical certification (Microsoft or CompTIA)
Essential Experience	IT Service Call Management Remote Support Active Directory Administration Fundamental Desktop and network troubleshooting Printer support Microsoft Office 2010 and above. iOS and Android device setup and support Understanding of TCP/IP, DHCP and DNS.	Knowledge of Encryption Software (Bitlocker) Troubleshooting of user VPN connectivity Cloud Services
Specialist Knowledge & Skills	Experience in supporting the following	

	Microsoft Windows 7 & 10 Office 365 Active Directory Group Policy Experience/exposure of proving a high degree of customer service	Experience in supporting multiple technologies within a mixed support environment
Relevant Experience	Min 12 months experience with IT support	Extensive experience of working within a busy support environment with a min of 1-2 year experience
Interpersonal & Communication Skills	Great Telephone Manner Excellent communication skills (IM, Chat, Email etc). Customer	
Behaviors (leadership competencies)	Takes ownership for incidents and problems Patience and understanding when communicating with users	
Additional Requirements		Any experience of working within a transport provider or supporting transport applications

Please submit a cover letter with current CV (in Word or PDF) to Zoe Grylls, IT Service Desk Manager at [zoe.grylls@go-ahead.com](mailto:zoe.grylls@go-ahead.com) and must be received by close of business on Monday 12 October 2020.