

Since our inception, the Dataspire team has always been passionate about education, almost as much as we're crazy about IT.

Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

Job Description

Job Title: Service Desk Analyst
Responsible to: Head of Support Services

Main duties of the role:

- Reporting to the IT Service Desk Lead Analyst (ITSDLA)
- To support the ITSDLA in the efficient delivery of Service Desk support both technically and otherwise
- To support the ITSDLA in ensuring first line Service Desk support provide quality customer service and positively promote the company's reputation
- To become a role model for your colleagues on the Service Desk by exemplifying best practice and behaviours in your role
- Some Sunday work required on a rota basis

Key Responsibilities

- To own all first line issues assigned to yourself (technical and otherwise both internal and external) and manage to completion either personally or via your wider Dataspire team
- To be responsible for your first line ticket performance on Service Desk and encourage best practice across the wider Service Desk
- To manage your own allocated tickets in line with best practice and SLA/performance standards
- To be Incident Manager for your initially allocated tickets, SLA adherence, breach approach, update frequency and to handle expedited issues
- To be available to backfill cover where required
- To identify first line fixes and embed in the wider Service Desk team
- To identify service improvements as part of your day to day

Documentation

- To produce, maintain, facilitate, and coordinate production of documentation to support Service Desk procedures

- To produce, maintain, facilitate, and coordinate production of documentation to support first line fixes
- To produce, maintain, facilitate, and coordinate production of documentation to support onboarding of new customers

Technical Skills

Technical Competencies

- Apple Technologies
- Google Technologies
- Networking
- Storage, SAN, RAID
- Mobile Device Management
- Security Technologies
- Server Virtualisation Technologies
- Deployment (SCCM, MDT)
- Active Directory, DNS and DHCP
- Group policy creation and maintenance
- Exchange 2010+
- Microsoft Office 2007+
- Windows 7 and 10
- Windows Server 2007+

Personal Competencies

- Minimum 1 years' experience in a Service Desk role
- Excellent verbal and non-verbal communication
- Ability to adhere to processes and procedures
- Strong teamworking
- A can-do attitude
- Ability to translate technical into jargon-free language and vice-versa
- Superior level of customer service

Values, Ethics & Behaviours

- To support Dataspire goals and manifest the company mission statement, values, ethics, and guiding principles in your own approach and that of your reports.
- To support, encourage and drive improvements across the board (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle "One Team – Stronger Together".

Join the Dataspire Team!

If you are interested in joining the Dataspire team, please send us your CV, along with your expression of interest to careers@dataspire.co.uk