

Foster + Partners- Battersea

Job Title: Service Desk Analyst- 1st Line

Reporting to: Service Desk Manager

About the role

The Technology Service Desk Analyst will work in a busy and challenging environment at Foster + Partners providing 1st line IT support and guidance to internal customers via telephone, email and face to face. The role demands a very high standard of customer service and a willingness to provide excellent IT support services.

Responsibilities include but not limited to:

- Service Management
- Provide excellent IT support to all Foster + Partners staff
- Provide 1st level technical support and advice
- To contribute, or otherwise assist, as required Incident, Problem and Service Request Management
- Respond to and process incidents and service requests
- Effective handling of complaints and escalations
- Monitor and take ownership of incidents to resolution, providing regular customer updates and follow up after resolution
- Liaise closely with other IT teams on incidents requiring multiple discipline involvement Technical
- Installing F+P approved software onto user's machines
- Promote and follow established procedures
- Active Directory and Exchange User Management
- Provide Remote User and Site support
- Provide Microsoft Outlook email client support
- Configure Foster + Partners provided mobile devices
- Troubleshooting basic printer issues

Qualities and Skills required Essential

- Able to demonstrate ability to undertake the above responsibilities
- Excellent telephone manner
- Good working knowledge and experience with Microsoft Operating Systems
- Knowledge of Mac OSX
- Knowledge of Office 365
- Good working knowledge and experience with the Microsoft Office
- Good working knowledge and experience with remote administration tools
- A general understanding of network technologies, VPN, remote access solutions, terminal servers and virus protection tools
- Experience working with a broad range of systems and peripherals including laptops, printers and plotters
- Experience with using call logging software
- Able to work 8 hour shifts Monday – Friday, between 8:00 – 19:00 on a rotating weekly basis
- Able to demonstrate a high degree of flexibility including shift and out of hours working

In return you will have the opportunity to work with a business that strongly values its staff with opportunities to progress. A competitive basic salary and generous benefits package including DIS, Company Pension and 25 days paid holiday plus bank holidays