TeachFirst

Contract Type:	Fixed Term
Location:	London head office
Hours:	Full-Time
Level:	2
DBS required:	No
Salary:	£28,800

Second Line Service Desk Analyst

Purpose of the team

Teach First has ambitious plans for growth to achieve its vision of ending educational disadvantage. The Technology department contribute to the Charity's success by partnering with employees, providing creative solutions, responsive service and reliable access to an enabling infrastructure.

The Service Desk team, which sits within the Technology department, facilitates the handling of service requests and incidents for the organisation. It provides the first point of contact for colleagues and supports a large portfolio of telecommunication, AV and display solutions. The team travel to all Teach First offices to deliver support and provide colleagues with swift and reliable solutions to their IT requirements.

Purpose of the role

As a Second Line Service Desk Analyst, you will provide the business with first class customer service and the technical ability to enable the support team and wider Technology department to deliver against business SLA's.

What you do

At this level you will:

- Report to Service Desk Team Leader
- Provide Second line support across the organisation, working with the IT support function and various stakeholders to deliver a high quality customer experience
- Travel off site to support events and non-London offices when reasonably required

Your responsibilities include:

- Managing a range of incoming requests and incidents from across the organisation, escalating through internal procedures as required
- Providing an escalation route for colleagues
- Working within SLAs to provide a seamless service to all employees and stakeholders
- Learning and developing internal processes, offering creative solutions and recognising opportunities to develop or refresh these as appropriate
- Writing, developing and publishing process documentation for the Service Desk Function
- Providing advanced troubleshooting and problem management
- Operation of various software and hardware products across the organisation

- Maintaining accurate and up to date records
- Imaging and deploying laptops across the organisation

The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need. As part of the role you may be required to travel to other UK locations from time to time. You will may also be required to attend away days/retreats and the annual "Offsite" event which is mandatory for all employees.

You're good at

Essential:

- Proven communication skills and exceptional interpersonal skills
- Excellent ability to operate smoothly and efficiently within a team environment
- Advanced support of Microsoft Operating Systems (Windows 7 and 10) and associated office products (Office 2013, 2016)
- Understanding of supporting Skype for Business
- Competent understanding of Active Directory and Office 365
- Comfortable with using multiple IT management systems
- Expert fault-finding techniques (Software and Hardware)
- In depth knowledge of Networking structures and protocols
- Ability to think creatively and outside of the box
- Competency with using remote support tools
- Creating high quality documentation
- A good understanding of hardware imaging and preparation

Desired:

- Understanding of Sophos Anti-Virus software and encryption
- Knowledge of Dell laptops and associated warranty procedures
- Understanding of Cisco Meraki
- Administration of Adobe Creative Cloud, Wrike, Polycom (hardware and software)
- Understanding of legacy file permissions on Microsoft servers

All our employees are expected to model <u>our values</u> and help others to do so.