First Line Service Desk Analyst

The role
As a First Line Service Desk Analyst, you will assist the team in maintaining an excellent standard of customer service within agreed SLA’s using our various tools, products and processes.

The detail: day-to-day work
- Manage a wide range of incoming requests and incidents from across the organisation escalating through internal procedures as required
- Working within agreed SLA’s to provide a seamless experience to all our employees and stakeholders
- Learning internal processes, offering creative solutions and recognising opportunities to develop or refresh these as appropriate
- Maintain and organise records to a high level to ensure accuracy and availability
- Provide support remotely and in person across our regional offices within the UK. This would also include providing support offsite for our key yearly event
- Excellent supplier and stakeholder management to ensure the availability of services and hardware to the business
- Clear, concise and informed communications with users and stakeholders.

You’ll take ownership for:
- Overviewing the incoming workflow, Triaging and prioritising as appropriate providing the customer with a first class experience
- Helping as part of the team achieve agreed SLA’s
About you

The essentials:
- Proven communication skills and exceptional interpersonal skills
- Excellent support knowledge of Microsoft operating systems and associated Office products including remote support
- Proven basic fault finding techniques with the ability to think creatively as well as logically
- Familiarity of Active Directory and Office 365

The nice to haves:
- You will have a broad understanding of Anti Virus software and associated troubleshooting techniques
- You will have a broad understanding of IP routing procedures and protocols

We succeed when we work together. Here’s who you’ll be working with regularly:
- Charity Services
- Programme Delivery
- Regional Offices

More info on how the role fits in with the rest of the team and charity:

You’ll report to: Service Desk Manager

This position is a level 1 role. Take a look at our role levels and where you’ll fit in on our Working for us webpages (under Pay and Benefits).

The main responsibilities of this role are described here. As our needs as a charity change, we may need to make reasonable changes from time to time.
More about working for us

There’s lots of great stuff about working here. For full details pop over to our webpages.

Our culture: We live by our principles. They underpin our culture and identity. And inform everything we do. Find our more about our cultural principles.

Diversity and inclusion: Together we’re creating a culture where everyone, from any background, can do their best work. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBT+) candidates, and candidates whose socio-economic background reflects that of the pupils we work with. These groups are underrepresented at Teach First and we’re committed to better representing the communities we serve.

We’re signed up to the Association of Chief Executives of Voluntary Organisation and the Institute of Fundraising’s principles which aim to address the racial diversity deficit in charity leadership. We are Stonewall Diversity Champions. We want you to be able to bring your whole self to work. Find out more about what we’re doing to improve diversity and inclusion.

Our benefits: Our mission is critical and the work’s important, but so’s your life. We’ve put together a benefits package that means you can live and work well. Find out more on our Working at Teach First webpages.

This role is suitable for agile and flexible working

Our agile way of working gives you flexibility. Need to start late, finish early or fancy a change of scenery? That’s fine, our Agile Working policy focuses on what you achieve, not presenteeism.

If you need a set and regular working pattern to support your life have a chat with us about flexible working options. Over 100 of us already have a flexible working agreement, with more than 70 different working patterns in place. We’re ready to hear your request. Find out more via our flexible working policy (available on our working for us webpages).

Building a fair education for all.

And a great place to work.