

Job Title	Service Desk Analyst
Department	Technical operations, IT
Location	MAU
Duration	Monday to Sunday, on five days out of seven days shifts not exceeding 9 hours inclusive of daily breaks from 18:00 to 18:00
Hours	45 hours per week.
Reports To / Line Manager	Service Desk Team Lead
Number of Direct Reports	N/A
Budget responsibilities	N/A
Date job description created	Jan 2023
How to Apply	n/a

This job description is subject to periodic review and amendment as necessary



Service



Teamwork



Ambition



Responsibility



Solutions

Job Purpose	<p>As part of the off-shore Service Desk team you will be based in our Mauritius office. You will be delivering top-notch technical and customer support for remote, and field based corporate staff in our global offices and remote support to colleagues in our Mecca Bingo and Grosvenor Casinos retail environments in the UK.</p> <p>Working as part of IT service desk, you will be responsible for resolving IT incidents and service requests.</p>
Main Accountabilities and Responsibilities	<ul style="list-style-type: none"> • Be a credible representative of IT as the first point of contact to facilitate the provision of high-quality 1st and 2nd line support • Handle incoming incidents and requests within company SLA targets. Log and prioritizing incidents logged via calls/email/portal/chat • Provide support of incidents and service requests according to established IT Service Management (ITSM) processes and procedure • Provide timely responses and resolutions so as to minimise adverse business impact. • Resolve issues at first call using standard operating procedures and knowledge base • Troubleshooting and resolving basic technical issues • Ensuring that all actions and diagnostics performed are recorded accurately in the Service Management Tool • Provides customers with regular updates, and progression is made in line with Service Level Targets. • Ability to follow internal/external escalation process. • Setup new starters from Active Directory and remove access through proper processes when a user leaves the business • Providing excellent customer service to the business • Co-ordinate with partnerships and third-party vendors.
Knowledge, Expertise and Qualifications	<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • In-depth experience working on an IT Service Desk supporting mid-sized user bases both remotely and in person • General knowledge of desktop computing • Active Directory and User Account Management • Basic Network switch, patch panel and troubleshooting skills • Multi-Function Device (MFD) printer/scanner support and troubleshooting • Ability to troubleshoot technical support issues • Excellent customer Service communication skills (both verbal & written) • Strong incident analysis and prioritisation • Strong Helpdesk experience • Familiar with the concepts of an ITSM ticketing platform (preferably ServiceNow)
Personal Qualities	<ul style="list-style-type: none"> • Demonstrates sense of passion and pride about own work. Positive attitude and adapts well to change. Inspires passion and excitement around shared goals, promoting environment of achievement. • Ability to develop and deliver clear, concise communication and communicate highly complex technical information clearly and articulately. • Ability to identify, influence and work collaboratively with internal Stakeholders and key external service providers. • Demonstrates strategic thinking and planning ability, whilst being tactically responsive to changing needs. • Confronts and works through tough issues, demonstrating perseverance and a sense of urgency. • Has a passion for technology, keeps up to date of new technology and developments and understands the potential impact and value to the business. • An ability and desire to learn new skills and technologies.



- Positive attitude can work with ambiguity and adapts well to change.

