

Rank Interactive Mauritius is hiring a Service Desk Analyst!

Rank Interactive, the digital arm of the Rank Group plc, stands as a leading global digital gaming company fueled by top-tier talent and technology. Recognised through iconic brands, our products and our people, we bring entertainment to millions of people worldwide on various devices daily.

Operating with a multi-branded strategy, we offer online entertainment, bingo and slot gaming, along with a social gaming mobile experience, using a mix of proprietary and licensed software. With offices in the UK, Gibraltar, Mauritius & South Africa and being part of a group with approximately 8,000 employees globally; we unite people and entertainment across diverse digital channels.

Joining our high-performing and inclusive culture, you'll instantly become part of a team supporting our customer-facing initiatives.

Situated at Ebene, Mauritius.

Duties are as follows:

- 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.

We are currently looking for degree holders in BSc (Hons) Information Systems, BSc (Hons) Computer Science, and BSc (Hons) Applied Computing.

Duration: Full time

Experience:

- Ability to troubleshoot technical support issues
- Excellent customer Service communication skills (both verbal & written)
- Strong Helpdesk experience
- Familiar with the concepts of an ITSM ticketing platform (preferably ServiceNow)
- In-depth experience working on an IT Service Desk supporting mid-sized user bases both remotely and in person
- General knowledge of desktop computing

Working Days/ Time: 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

Send your CV/ Motivation Letter on: Krittika.nunkoo@rank.com

By: 31st July 2025

Learn more on their company: <https://careers.rank.com/our-brands/rank-interactive>