



**Job Title** – 1<sup>st</sup> Line Service Desk Analyst

**Location** – Kilmarnock

**Job Type** - Full-time

### **Job Summary**

As a technical support resource, the candidate will be dealing with a wide range of technologies and working with the company's family of bespoke software products. The candidate will possess broad technical knowledge of installing and supporting varied types of software, hardware and systems. The candidate will be experienced in providing excellent customer service and have a strong degree of problem-solving skills.

### **Key Responsibilities**

- Providing customer focused 1st Line IT support for NHS and Corporate Customers.
- Call handling.
- Resolving customer issues within pre-defined Service Level Agreements.
- Working across a varied customer base providing remote support.
- Managing own tickets within agreed Service Level Agreement timescales.
- Liaising with third party suppliers and managing issues to resolution.
- Adhering to company confidentiality agreement.
- Installing and supporting varied types of software, hardware and systems.
- Liaising with the Service desk manager.

### **Personal Attributes**

- Strong understanding of general IT Support including using various methods of remote support.
- Good technical and analytical skills.
- Experience providing application support.
- Experience with Microsoft server products, AD, Exchange, Remote Desktop Services, Office 365 etc.
- Good Understanding of networking technologies.
- Solid experience in problem analysis and resolution of software problems.
- Proven ability to function in a self-directed environment.
- Must excel in a fast-paced, agile environment where critical thinking and strong problem-solving skills are required for success.
- Innovative thinker who is positive, proactive and readily embraces change.
- Ability to handle clients professionally during all interfaces.
- Strong written and verbal communication skills.
- Must be able to provide root cause analysis.



- Successful candidate will require a PVG/Disclosure Scotland check.

### **Desired Skills**

Experience with SQL / MySQL Databases including creating and running queries.

### **Experience**

2+yrs experience is essential with a qualification in an ICT related area, an understanding of Microsoft based network environments is desired.

### **Education**

HND or above in ITC related environment (preferred) or equivalent.  
Current Microsoft Certifications are very desirable.

### **Job Type / Category**

The candidate will ideally be located in Midlands / North England to service customers throughout these areas although further travel and overnight trips may be required.

### **Work Status**

Full time 37.5 hours per week (Based on a 7.5 hour working day). Working on a rota based system covering various shift patterns between 7am – 6pm Monday to Friday.

### **Reporting Line**

Reports to the Service Desk Manager

### **Benefits**

Good holiday package

Salary: £15,000.00 to £16,000.00 /year

**Please send completed applications or CV's to [vacancies@microtech-group.co.uk](mailto:vacancies@microtech-group.co.uk)**

