**Service Analyst**

IT Service Team

As an IT Service Analyst, you will undertake the role of being at the forefront of the business helping resolve business IT queries and be a point of contact. You will provide technical support to colleagues while monitoring ticket queues, adhering to realistic Service KPIs, and in compliance with departmental processes.

Responsibilities:

* Use Service Desk solution to log and resolve customer calls
* Incident Management including triage, resolution and documentation
* Answering business IT queries through Teams and phone
* Updating knowledge base with relevant resolution information
* Provide on-site and remote support to customers
* Be responsible for troubleshooting hardware and software issues
* Instal and configure end user computing devices
* Knowledge and compliance with IT SLAs
* Monitoring the health of essential systems within the organisation
* Escalation of incidents to IT Service Analysts and other teams

As a valued colleague within Beauparc IT Service Management you will have the opportunity to take advantage of training and internal career progression, with a clearly defined plan, alongside your role responsibilities, and the opportunity to collaborate closely with technology and data colleagues across the IT Function. In Technology we operate a hybrid approach to work, working 3 days in the office and 2 days working remotely, with some flexibility around family and study commitments.