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# Example of Service Desk Analyst Job Description

Our growing company is searching for experienced candidates for the position of service desk analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service desk analyst

* Contribute towards the knowledge of colleagues on the Service Desk
* Adhere to agreed Service Desk procedures and working practices
* Consistently achieve high performance target
* Ensure that all Service desk contacts and call data (by mail, phone, web portal or other) are correctly logged in our service management system based on ServiceNow, assigned and responded to within service levels required
* Monitor the outstanding incident queue and ensure all are progressed in a timely manner, within Service Level Agreements (SLA)s
* Respond to incoming requests made via a variety of channels (email, walk-in, phone, self-service), against thresholds in line with the contracted service levels
* Log, categorise, diagnose and prioritise all level calls according to the agreed SLA
* First Time Fix calls where appropriate, to customer satisfaction and against thresholds in line with the contracted service levels
* Any other duties deemed required as part of the day to day role and to be able to work across department within the account when required
* Arrange internal training session for the service desk when required

## Qualifications for service desk analyst

* Can work under pressure to deliver a high standard of service
* Previous experience working in a service desk role
* Experience of using a Service Management toolset
* ITIL v3 Operational Support and Analysis
* Some experience of Windows/Exchange/SCCM
* Fluent in Spanish to support the Madrid office