



Example of Service Desk Analyst Job Description

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Our company is looking for a service desk analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for service desk analyst

- Follow up with users to ensure that their inquiries are resolved within the contracted or agreed upon time frame
- Manage tape backup systems and daily, weekly and monthly tape rotations
- React to high priority requests and support and interface with VIP/executive level personnel
- Configure new user equipment and accounts
- Provide off hours support on a rotation schedule for the company's retail locations and Distribution Center
- Provide IT Help Desk / Level 1 / Level 2 support to all local and remote CM offices via phone or email
- Provide troubleshooting expertise in PC's, laptops, printers, Blackberry, and their associated software
- Analyse, investigate and resolve high level support issues from customers via incoming telephone calls, emails and support cases logged over the web
- Maintain an up-to-date knowledge of the SIMS software range (in particular, SIMS .net and Partnership Exchange)
- Develop and maintain an up-to-date knowledge of issues related to the implementation of SIMS software in schools, through internal training and external customer site visits, in order to achieve a consistently high standard of customer support

Qualifications for service desk analyst

- Familiarity with ITIL v3 foundation desirable
- Strong amount of technical knowledge of Windows XP, Windows 7, Microsoft Office 2003/2007 products, Market Data Applications (ex
- Proficiency in MS Operating Systems, Remote Mobile Technologies, MS Office suite, and Smart Devices running iOS and Android
- Prior experience is not required but some Service Desk experience is a plus
- Six (6) months experience in customer service with a passion for high customer satisfaction and achieving operational excellence