

Service Desk Analyst 1st Line

**Job Title**

Service Desk Analyst 1st Line

Department

Service Desk

Reporting To

Saj Patel

Our Company

Wanstor are an IT Solutions company celebrating our 16th year in business. The organisation has grown year on year and currently maintains a team of over 140 staff. With IT Support Offices in Central London and Manchester, we're well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers both small and large. Our solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Wanstor's clients provide a wide variety of fascinating opportunities for motivated technical staff. We employ service-oriented technical experts to work at delivering a variety of hosted and deployed solutions.

We are a growing company with dedicated teams managing networks, storage and co-location. Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country.

As a service-centric organisation, we see people as our best competitive advantage while we strive to provide an unsurpassed service for our customers. We expect a lot from and are extremely supportive of our people as we look to help realise each individual's potential in building a successful career with Wanstor.

Culture & Benefits

We align ourselves to a core set of values & behaviours.

- + **Customer focused:** Putting customers at the heart of what you do, to consider their needs with every decision you make
- + **Proactive:** You anticipate and act on potential issues to ensure positive outcomes
- + **Mindset:** You learn from mistakes, embrace change, and seek to continuously improve
- + **Integrity:** Do what is right, not what is easy
- + **Teamwork:** You collaborate and communicate to achieve the best outcome for your team and customers

We strive to make Wanstor an enjoyable place to work in a number of ways.

- + Unlimited access to thousands of courses and videos on a wide-range of topics at home and in the office through a LinkedIn Learning subscription
- + Regular office social events and activities, including a weekly BBQ on our terrace in summer, Friday treats, and special Summer & Winter events
- + The opportunity to work within a high growth business while developing your career
- + Committing to reducing our carbon footprint through the Cycle to Work scheme with availability of bike lockers and staff showers
- + A Central London office location 6 minutes' walk from London Bridge or 20 minutes' walk from Waterloo

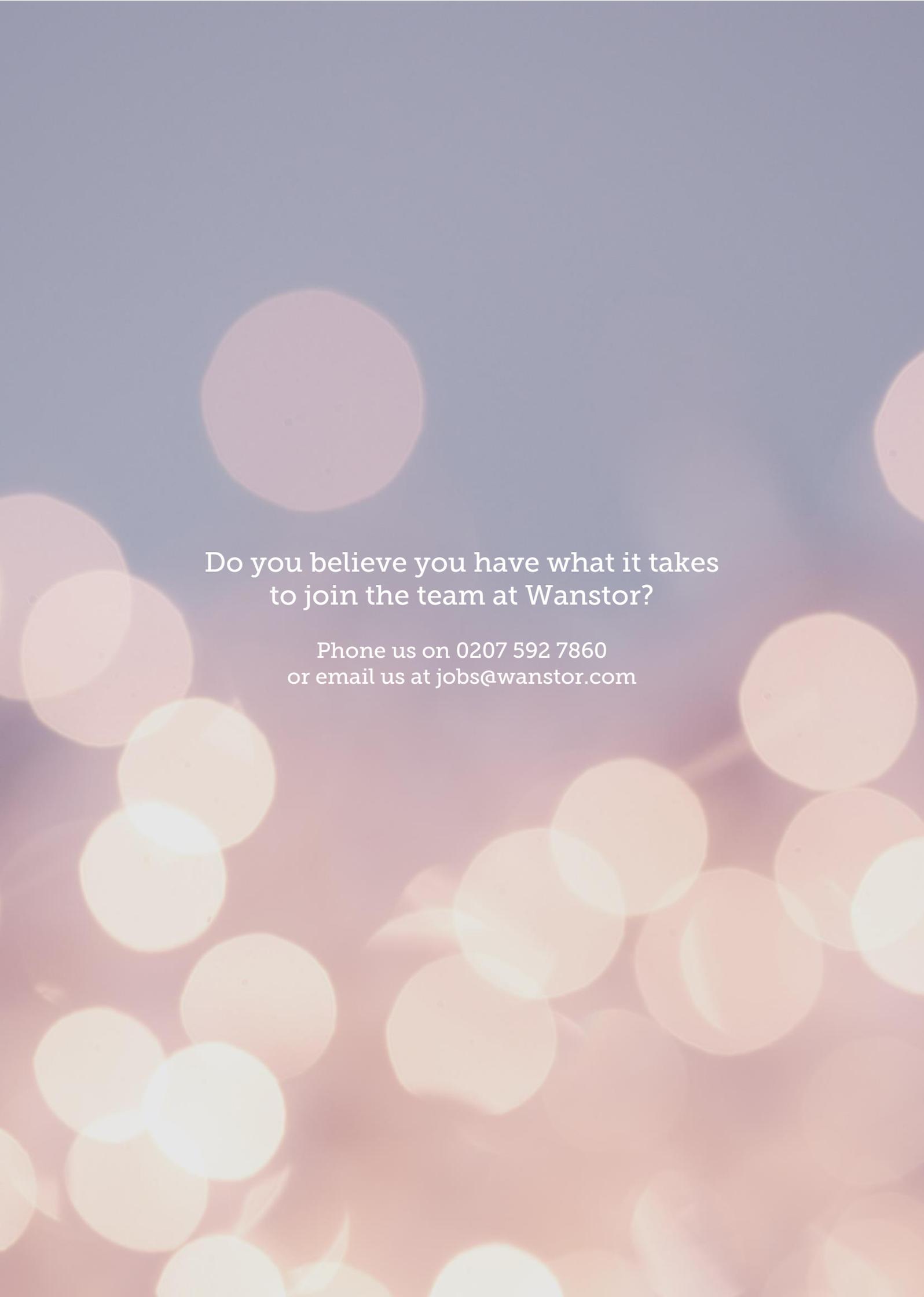
The Role

Summary

Due to continued growth and investment, a new and exciting opportunity has arisen within Wanstor's Service Desk Team. The successful candidate will be responsible for the smooth running of IT operations within customer sites, through successful delivery of IT Support remotely and onsite. The key to your success will be in proactive communication and striving to exceed customer expectations at all times.

Primary Responsibilities

- + Responding to client issues via phone and email, triaging reported issues and resolving or escalating these where necessary
- + Maintaining sound customer relations including regular site visits within the greater London area
- + Management of Microsoft 365 user accounts
- + Management of Active Directory, including user account creation and permission amendments where necessary
- + Employing remote tools including SCCM in resolving user requests
- + Deployment of PCs through SCCM and WDS
- + Setup and configuration of Windows PCs and laptops
- + Configuration of MS Outlook and Exchange email including setup of client devices including laptops, tablets, desktops and mobile telephones
- + Attending office moves and new site openings for hospitality customers
- + Configuring and troubleshooting network connections in LAN, WAN and DSL environments
- + Monitoring and maintenance of scheduled backups in VMware and Windows networks
- + Monitoring of customer infrastructure using Wanstor's suite of monitoring tools



Do you believe you have what it takes
to join the team at Wanstor?

Phone us on 0207 592 7860
or email us at jobs@wanstor.com