

Service Desk Analyst

Job Title:	Service Desk Analyst
Department:	Service Department
Work Relationships:	Report to Service Manager



The Company

Wanstor is an IT Solutions Company celebrating their 13th year in business. The company has grown year on year and now has a service team of over 100 staff. With IT Support Offices in central London and Manchester we are well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers small and large. Our hosted solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide a full support service which includes 24-hour help-desk, 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 within our service team delivering a variety of hosted and deployed solutions. We are a growing company with dedicated teams managing networks, storage and collocation. Our customers are some of the biggest Brand Names in the UK, and our consultants some of the most skilled networking experts.

As a service centric organisation, we see our people as our best competitive advantage as we strive to provide an unsurpassed service to our customers. We expect a lot from our people, but at the same time we are extremely supportive as we look to help them realise their potential and build a successful career with Wanstor.

We constantly endeavour to make Wanstor an enjoyable place to work. We do this in a number of ways. Firstly, we offer exciting and challenging opportunities that enable people to develop personally and professionally, while making a real difference to both Wanstor and our customers. This is aided by our friendly and supportive culture. Secondly, we provide an environment where you can work hard and play hard. In the office we have table football, table tennis and a top of the range coffee machine in a comfortable diner style breakout area. We have BBQs every Friday during the summer and office nibbles during the winter. Fruit is provided every day.

Our diverse team of people are among the best in their field. They invest time understanding and gaining insight into our customer's business strategy, operations and goals, before providing innovative and practical solutions tailored to our customers' needs, making them more competitive, efficient and ultimately more successful. Everyone who works for Wanstor, at every stage, enjoys the challenge of providing the highest level of service to our customers. Collectively, that dedication leads to our success as an organisation.

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

Call us on:
0333 123 0360

Email us at:
jobs@wanstor.com

Visit us at:
www.wanstor.com

124-126 Borough High Street
London, SE1 1LB

Our Core Values

- **Respect.**
We respect and value those we work with and the contribution that they make. We build trust with our colleagues, customers and partners and try out alternative perspectives that put our shared interests ahead of any individual needs.
- **Honesty.**
We act impartially, ethically and transparently in all we do. Wanstor do and say the same thing in private as in public. We honour our commitments, challenge things we believe to be wrong and are open to be challenged.
- **Service Excellence.**
Our clients are at the centre of what we do. We invest the time to understand customers' needs, and regardless of the role, Wanstor always strives to surpass our customers' expectations. Our service creates solutions for clients that balance the short and long term with winning solutions for all stakeholders.
- **Brilliance.**
We use our skills, energy and resources to deliver the best, sustainable results. We aim for first class delivery and learn from any mistakes we make. Wanstor takes pride in its work and that of the wider partnership of our customer teams. Wanstor creates an environment to attract and keep the best people, those who share our values.
- **Continuous Improvement.**
We leave things better than we found them. Wanstor drives innovative and better ways to do things and ways to positively impact all of the communities we interact with we value sustainable progress as much as immediate achievements.

The Role

Summary of the Job Function or Main Purpose of the Job

A Service Desk Analyst's role within Wanstor includes taking responsibility for the smooth running of IT operations within customer sites to which you have been assigned. You will need to take ownership of and manage all requests, managing the process through to successful completion, whilst ensuring a consistently high level of customer service at all times.

You will be a key part of a growing team of skilled analysts working on a 24x7 help desk who have a great deal of knowledge and experience to help you succeed and grow in a career the IT field.

Main Duties and Responsibilities

Duty	Approximate Time Spent
Service Desk Technical Support and Client Liaison:	70%
On Client Sites working on Projects and Support:	20%
Planning Work with other Staff Members:	10%

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Some Typical Activities

- Responding to issues via phone and email, triaging reported issues and resolving them, escalating them where necessary..
- Communicating with our customers and end users, keeping them up to date at all times.
- Setting up and configuring Windows based PCs and laptops.
- Configuring Email in MS Outlook/Exchange, including setting up a variety of client devices (laptops, tablets, phones).
- Configuring and troubleshooting network connections in a LAN, WAN or in a DSL environment.
- Monitoring and maintaining scheduled backups in VMware and Windows networks.
- Monitoring our customer infrastructure using the company's monitoring tools.
- Maintaining good customer relations, including visiting sites within the greater London area.

Reporting

You will be required to:

- Report on the progress of your work to your manager.
- On an occasional basis a written report may be requested and a more formal meeting will take place in which the company's progress will be reviewed.
- Attend staff meetings and training as required.

Qualifications/Training

- As a Service Desk Analyst you will be required to maintain an up-to-date knowledge of the IT industry and the skills necessary to offer consultancy to Wanstor's clients.
- It is expected that you will over time attain Microsoft qualifications, and develop your skills in other areas.

Performance

Your performance as a Service Desk Analyst will be based on a number of criteria. These will include the following:

- Your effectiveness and efficiency, in dealing with support queries including escalating these when you are unable to resolve them yourself.
- Your ability to resolve technical problems within client networks according to Wanstor's SLA's and client expectations.
- The ability to work with other members of staff.
- Customer satisfaction surveys undertaken routinely by Wanstor.
- Adherence to Wanstor's standard procedures as they apply to your role, and in particular:
 - Logging service desk calls.
 - Recording your work.
 - Creating appropriate documentation.

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Special Working Conditions

Occasionally you will be expected to work weekends and/or evenings in order to complete work which it is necessary to conduct outside of normal office hours. About 1 week in 6 you will be required to work one of the following shifts:

Monday - Friday	08:00 - 16:30	14:00 - 22:00
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Additionally, you will be asked to work 1 of the following weekend shifts:

Saturday or Sunday	08:00 - 16:00	09:00 - 17:00
	12:00 - 20:00	14:00 - 22:00

Attributes

- Previous experience of IT support and projects.
- Knowledge of supporting Windows XP/Vista/7/8 in a Microsoft domain environment.
- Knowledge of deploying and troubleshooting/maintenance of hardware.
- Knowledge of networking and network troubleshooting.
- Good interpersonal skills with a focus on relationship building, listening and questioning skills.
- Desire to give excellent, proactive, customer service.
- Good spoken and written English, articulate.
- Ability to work autonomously.
- Well organised and thorough eye for detail.

Desirable Additional Attributes

- Microsoft technical qualifications.
- Experience of Microsoft server operating systems and technologies.
- Knowledge of ITIL.
- A high standard of educational achievement.

Please Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

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