**TOGIP Job Description**

Job Title: **Service Desk Analyst**

Department: **Client Services**

Reporting to: **Service Desk Team Leader**

Salary: **From £18,000pa depending on experience**

Benefits: **Workplace pension scheme, 13th salary bonus**

**Description**

We are looking for a junior service desk analyst to support our growing client base. The role requires you to provide daily software support, assisting in troubleshooting issues and resolving them as quickly as practicably possible. The objective is to deliver an excellent standard of software support in alignment with the company’s customer support agreement and service level expectations. Some knowledge of working with software packages is desirable. The ideal candidate will be focused on giving excellent service to clients, with a friendly and approachable manner. They will be professional, punctual and able to deliver the service within the company’s expected targets and by following documented procedures.

**Main Responsibilities**

Act as first line support, answering calls and emails, obtaining key information to help troubleshoot issues swiftly.

Act as second line support to troubleshoot reported issues.

Act as a point of escalation to other departments when required.

Log all issues in our online portal.

Document findings and resolutions.

Effectively manage client expectations.

**Requirements for the role**

This is a 100% client-interactive role and the right candidate will have:

* Excellent verbal and written communication skills, necessary to document and report on support call outcomes. \*
* Experience in hotel/leisure/travel industry or a software company. Min 1 year. \*
* Basic mathematical skills. \*
* Client accounting experience is preferable.
* The ability to prioritise their own work and self-motivate.
* Punctuality.
* Diplomacy and patience.
* Excellent computer skills.
* Clean driving licence.
* They may be required to travel to clients’ premises across the country or attend meetings or industry events.

**Working hours**

Monday to Friday 9am – 5.30pm

On-call Monday to Sunday 5.30pm - 9am\*\*

\*\*The on-call requirement will be part of a rota dependent on the number of team members (approx. one week in four).