

Remote IT Service Desk Analyst

Maternity Cover, Full Time (37.5 hours Mon-Fri)

We are looking for an IT Service Desk Analyst to join our team to cover maternity leave. In this role, you will be working alongside other members of the IT Team and Development Team as well as colleagues across the business and external tabs customers.

This role is ideal for a team player with a keen eye for detail and problem solving and excellent customer service.

Full training will be provided.

If you're keen to learn more about our IT systems and how we support them, such as RingCentral, tabs, Okta, our websites and more, as well as assisting with resolutions and testing new tabs releases, then please get in touch.

Key Responsibilities

- Take incoming calls from internal and external customers
- Handle and investigate emails received in support
- Keeping on top of tickets and emails and ensuring we're keeping customers up-to-date on progress
- Work with the Developers about issues with tabs, websites and external enquiries
- Ensure the API figures are updated for Accounts on a monthly basis
- Provide training and information to customers who are experiencing errors on tabs and the website
- Work closely with the Ops support team to provide efficient support for customers
- Involvement with project work and acquisitions to ensure a successful launch
- Training new starters on tabs relating to their specific job role
- Providing first line support for RingCentral/Zendesk and managing users
- Testing new developments and reporting back with any issues or concerns
- Provide on-going support and release notes for new developments that will affect users