

Service Desk Analyst

Location:	UK-Lancaster
Responsible to:	Operations Manager
Immediate Subordinates:	None
Salary:	£21,000 to £25,000 plus benefits

Role Introduction

We are looking for a Service Desk Analyst to join our Network Operations Team to provide 1st line support to our customers.

You will be a key member of TNP's Network Operations Team, providing exceptional 1st line support to our customers via phone and email.

The successful candidate will maintain a focus on providing an excellent level of technical support and ensuring technical skills are developed in the team you work within to increase our ability to resolve support requests during the first interaction with the customer.

For the right person this can be a stepping stone into a career within Networking with future opportunities to progress into a Technician or Engineering role.

This is a fantastic opportunity to join a growing company at the forefront of Network Engineering in the North West.

What You Will Do

As a Service Desk Analyst, you will:

- be responsible for handling incoming calls and undertaking any relevant issue investigation ensuring all key information is accurately captured;
- undertake 1st line support for tickets received via email, telephone, proactive alerts and monitoring tools;
- provide an exceptional level of customer service and satisfaction is met at all customer touch points, providing the highest levels of customer satisfaction;
- perform triage, remote diagnostics and dispatch faults and requests to an appropriate escalation point if appropriate;
- perform and undertake all aspects of support service (telephone calls, web incidents, voicemails, call backs, e-mails etc.) to ensure the successful resolution of issues;
- contribute to knowledge base articles and aim to improve initial contact ticket resolution and assist with timely resolution of incidents in line with Service Level Agreements (SLAs);
- work on a shift to cover the customers Service Desk within core working hours (8AM to 6PM).

What You Will Have

As a Service Desk Analyst, you will have:

- experience in a helpdesk environment and an interest developing your technical understanding of computer networking and security;
- a methodical and logical approach to troubleshooting and possess the ability to garner the correct information from customers in order to minimise resolution time;
- Experience in providing issue resolution to agreed service levels and targets;
- a logical approach to problem solving, and have excellent communications skills;
- ability to self-organise and prioritise workload;
- a proactive approach to self-development;
- an interest in computer networking and security.

Who We Are

Based in the North-West, TNP supplies independent consultancy allowing large organisations to design, build and operate their own networks independently of the established telecoms companies.

TNP's focus is on offering its products and services to our high-capacity users of the internet and networking in local government, education, healthcare, medium-to-large enterprises and wholesale telecoms carriers.

Underpinning this, TNP operates its own carrier class ISP network providing high speed Internet access to enterprises.

TNP is engineering led and the Network Operations Team are frequently seen as an extension to our customer's internal helpdesk. We develop close relationships with our customers and as such hire based on experience and for future potential. We want to make sure we have the best people for the job and provide genuinely equal opportunities for our people to thrive. Our recruitment process is designed with inclusion and equity at its core.

What We Do For You

- Generous Annual Leave – 25 days, plus public holidays, with the possibility to buy additional days
- Additional Benefits – Exclusive employee discounts & benefits portal
- Annual performance-based bonus scheme
- Company Pension Scheme
- Hi-tech, modern office space in Lancaster with free parking.
- Free company events.
- Annual pay reviews.