



## **IT Service Desk Analyst Salford**

### **Our Company**

Network Plus is a leading utility and infrastructure service provider, operating across the UK.

Originally established in 2000, the company has grown significantly through the award of long-term contract frameworks with major utility organisations and infrastructure providers. With a current workforce of over 2,000, our services are delivered through an absolute focus on health and safety as well as market leading levels of service to both our clients and their customers.

Our Headquarters are based in Salford, near Manchester, and we operate from over 18 regional depot bases. We deliver services 24/7/365 in city centres as well as rural locations.

Our vision is to be the best service provider in the UK utilities and infrastructure sectors by safely constructing, maintaining and managing essential services at the lowest sustainable cost.

### **Our role**

As an IT Service Desk Analyst, you will provide 1<sup>st</sup> line technical support services across the business. This will include ensuring tickets are being raised and organised based on the issue and priority of the ticket. Throughout this, you will have excellent IT customer service communications to keep customers up to date on progress.

### **Key responsibilities**

Log incoming support calls and emails received and prioritise accordingly

Ensure all owned calls logged are reviewed daily

Resolve issues with PCs, printers, mobile phones and in-house software

Build desktop and mobile hardware to agreed standard and ensure smooth handover to the customer

Work to departmental SLA's

Maintain regular lines of communication with customers and suppliers on all outstanding issues

Demonstrate a high level of teamwork to achieve results on 1<sup>st</sup> time fix

Look for proactive resolutions on common issues and faults

To offer help and support for all customers. Take time to ensure all customers' needs are met and strive to exceed customers' expectation levels through great service.

To comply with all systems, procedures and processes, so company and customer information is accurate.

To carry out other tasks and duties when required

To deliver support services effectively and efficiently

### **Experience and Qualifications**

Good knowledge of Desktop operating systems, hardware, mobile phone technology, as well as successful service level agreement accomplishments

A very analytical mind, able to tackle a problem from different angles and make decisions quickly

Strong communication - good written and oral communication skills

Excellent interpersonal skills

Ability to present ideas in business-friendly and user-friendly language

Highly self-motivated and directed

Keen attention to detail

Proven analytical, evaluative, and problem-solving abilities

Ability to effectively prioritise and execute tasks in a high-pressure environment

Exceptional customer service orientation

Experience working in a team-oriented, collaborative environment

### **Salary and Benefits**

We offer a competitive salary based on experience along with a full benefits package.

Network Plus is proud to be an Equal Opportunity Employer. We celebrate diversity and do not discriminate based on race, religion, colour, nationality, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.

We understand that privacy and the security of your personal information is extremely important. By applying for this role, you agree to the terms of our privacy policy which you can find here - <https://networkplus.co.uk/privacy-and-cookie-policy>.