wanstor

Service Desk Analyst (1st Line)

Job Title

Service Desk Analyst

Department

Service Desk

Reporting to

Service Desk Manager

The Role

Summary of Job Function

A Service Desk Analyst role within Wanstor includes ensuring smooth running of IT operations at customer sites 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.

As the face of the business and first point of contact for customers, high standards of professionalism and customer service must be maintained at all times.

Primary Responsibilities

Responsibility	Weighting (%)
Service Desk Technical Support and Client Liaison	60
At Client Sites working on Projects and Support	30
Planning Work with internal Wanstor teams	10

Primary Responsibilities

+ Responding to client's issues via phone and email, triaging reported issues and resolving them, escalating them where necessary

+ Maintaining good customer relations, including visiting sites within the greater London area

+ Microsoft 365 management of user accounts

+ Active Directory management including the creation of user accounts and amending permissions where needed

+ Using remote tools such as SCCM to resolve user requests

+ Deploying PC's through SCCM and WDS

+ 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)

+ Attending office moves and new site openings for hospitality customers

Our Company

Wanstor delivers IT services that enable organizations to achieve their growth ambitions by transforming how they work. We help organizations become more productive, more profitable, and more agile, by empowering them with best-in class technologies and expert teams.

In our 18th year, the company has grown year on year and we now have a team of over 180 staff. We are Headquartered in London Bridge and have a hub office in Hemel Hempstead, as well as a large team of remote staff across the UK.

Our IT services span the full technology stack, from Infrastructure & Networking solutions to Digital and development. Wanstor provide a full support service which includes 24-hour help desk, network monitoring and on-site support.

Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country. As a service centric organization, we see people as our best competitive advantage as we strive to provide an unsurpassed service to our customers.

We expect a lot but at the same time are extremely supportive as we look to help realize each person's potential in building a successful career a Wanstor.

Commitment to Core Values

We align ourselves to a core set of values and behaviours.

+ **Customer Advocates**: Put customers at the heart of what you do, to consider their needs with every decision you make

+ **Proactive**: Leave things better than you found them. Drive change, don't just talk about it.

+ **Growth Mindset**: Learn on reflection, embrace change, and seek to continuously improve. Take opportunities to share knowledge with others

+ **Trust**: Do what is right, not what is easy. Instil confidence through proactive communication.

+ **Winning Teams**: Don't settle for average, inspire others with your ambition and enthusiasm.

Customer Advocates   Proactive   Growth Mindset   Trust   Winning Teams