



Service Desk Analyst – 12-month fixed contract

Frontline's talented people are what make us the successful business we are, at the forefront of driving innovation within a fast paced and dynamic industry.

The magazine supply chain is complex, and Frontline ensures that the biggest brands in the magazine market reach retail shelves in the right quantity and at the right time. This involves managing relationships with Printers, Carriers, Wholesalers and Retailers on behalf of our Publishing Partners; – Bauer Media, H Bauer, Haymarket and Immediate Media Co.

The IS Service Desk team are looking for a new 1st line analyst to continue support the IT Requirements for the group. The role will provide front-line primary technical support to users on various technical issues and problems relating to hardware, software and peripherals. you will also be responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. The 1st line Support Analyst must have excellent problem-solving skills in order to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate IT staff members.

Responsibilities:

- Take calls/visits/emails from users regarding technical issues, resolving as many as possible at the time of these being raised.
- Log call tickets with detail information on the call logging system.
- Password resets using Active Directory.
- Troubleshoot Microsoft software issues with an emphasis on Outlook, Word, Excel and PowerPoint.
- Perform IT hardware/software roll outs and upgrades.
- Escalating complex incidents to appropriate support members in line with company processes.
- Evaluate and chase up call escalations to ensure service levels are met.

Requirements:

- Good general IT knowledge and 1st line analysis skills
- Strong customer-focussed skills
- Excellent telephone manner and strong interpersonal skills
- PC literate with a good working knowledge of Microsoft Office 365 packages
- Enthusiasm and willingness to learn
- Strong attention to detail with an articulate and methodical approach

If you feel you want to work in a dynamic and exciting environment, please send your CV along with a covering letter to: <https://app.smartrecruitonline.com/p/job/Service-Desk-Analyst-20384>

The deadline for applications is the 29th January 2021

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