**Position**: Service Desk Analyst - Tier 3

**Direct Supervisor:** Service Delivery Manager

**Position Type:** Full Time (37.5 hours per week via weekly 8.5 hrs rotating shifts covering 08:00-18:00 including a 60 minute unpaid break each day.)

**Start Date:** ASAP

**Salary:** Dependant on experience

**About InfoTech**   
  
Infotech Solutions (UK) Limited are a leading South-East based IT Support and Consulting company who are passionate about delivering the very best service to our clients. As a result of our growth we are looking to expand our Service Desk team further and are currently seeking a Tier 3 Service Desk Analyst, to work with our busy Service Desk team at our HQ in Rochester, Kent.

**Essential Duties and Responsibilities**

* Provide 3rd line rapid response to issues logged by the company’s clients.
* Handle customer issues in a manner which projects “Professionalism”
* Follow a methodical and structured approach to problem solving.
* Identify departmental work processes where improvements can be made and raise these with line manager.
* Maintain good working relationships with clients, internal departments, 3rd party vendors and related suppliers.
* Provide IT Support relating to technical issues involving Microsoft's core business applications such as Windows Desktop, Office 365/Exchange, Remote Desktop Services, Networking Fundamentals.

**The successful candidate will have the following key qualities:**

* Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
* Ability to multi-task and adapt to changes quickly under pressure.
* Highly organised and motivated.
* Able to prioritise.

**Knowledge, Skills, and/or Abilities Required:**

* Good understanding of Microsoft’s core business applications and desktop machine operating systems.
* Good technical understanding of networks: WAN and LAN connectivity, routers, firewalls, and security.
* Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
* Ability to multi-task and adapt to changes quickly.
* Typing skills to ensure quick and accurate entry of service request details.
* Self-motivated with the ability to work in a fast-moving environment.

This is a fantastic opportunity to join a market-leading, cutting edge company, with excellent career opportunities and opportunities to gain additional industry-standard IT based qualification