Service Desk Analyst
Staverton/Cheltenham

Hazlewoods

Hazlewoods is a leading firm of Chartered Accountants, approaching 550 staff located across 3 main sites in Staverton and Cheltenham.

The IT Team is responsible for supporting all sites and staff, both in the offices, at home and on customer sites. Hazlewoods utilises its significant investment in IT to gain an advantage over its competitors and relies on the IT Team to provide a reliable service and strategy to support both its daily operations and longer-term business development plans.

This role offers potential career progression within the team, based on capability and opportunity. Internal and external technical and personal development training will be available to assist your progression.
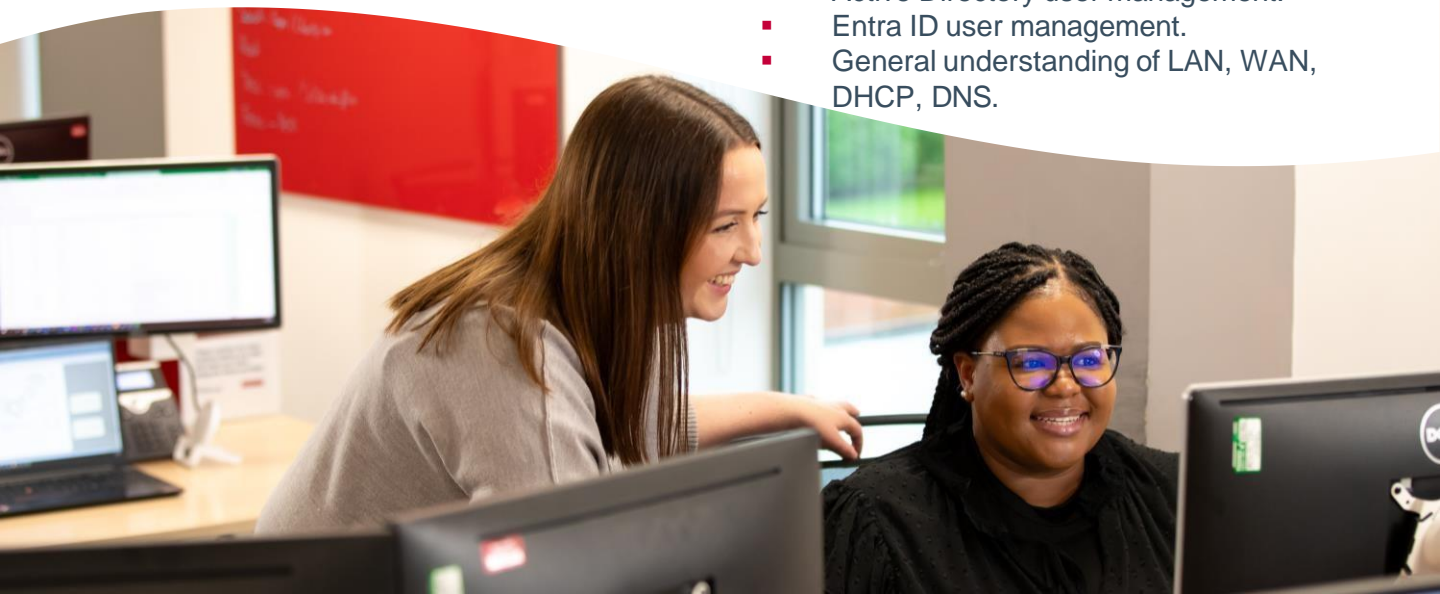
You will be joining a friendly team making for an enjoyable place to work and grow.

Responsibilities:

- 1st & 2nd Line technical support (phone, email and in person).
- Log support tickets for all issues flagged, including daily checks.
- Management of incidents and requests and escalating to 3rd line support where necessary.
- Processing of requests, to include but not limited to new starters, leavers and movers.
- Building of laptops, smartphone handsets to team standards.
- Hosting inductions for new employees.
- Assist in employee moves, meeting room setups and new office installations where appropriate.
- Equipment fault finding/troubleshooting, testing, repair or dispatch for repair.
- Maintenance of Inventory records.

You will thrive in this role if you have:

- 1 years' experience working in IT.
- Good knowledge of Windows 10 (Configuration & Support).
- Good knowledge of Microsoft 365.
- Possess strong written and verbal communication skills.
- Confident in supporting and communicating at all levels of the business.
- Active Directory user management.
- Entra ID user management.
- General understanding of LAN, WAN, DHCP, DNS.

Desirable (but not essential) experience:

- Microsoft Windows Server 2019 or above.
- Citrix Virtual Apps and Desktops support.
- Ivanti Workspace Control and Automation Manager.
- Accountancy application support.
- Microsoft Intune administration.
- iTIL foundation.

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