

## **IT Service Desk Analyst**

RL360 is on an exciting journey of growth and you are invited to join us.

We are looking for an enthusiastic, self-motivated person to join our IT Service Desk. Being a true hands-on role, we require a talented person who's experienced in working within an enterprise/international environment to join our ranks.

As an IT Service Desk Analyst, reporting to the team Supervisor, you will be working within a team of talented people, thriving in a rapidly-changing environment. You should hold the necessary skills to be a significant contributor in shaping and maintaining RL360's next generation, On-premise, Data Centre and Network. Having an appetite for troubleshooting and problem solving tied to a readiness for learning and enthusiasm towards the introduction of new solutions to the landscape.

You will be equally comfortable working under you own steam as within a team.

You will have a proven track record within the IT Service Desk environment, preferably possessing a minimum of 2 years in a similar role and will hold:

- ❖ Credible knowledge of LAN/WAN networking.
- ❖ Credible knowledge of Microsoft Active Directory.
- ❖ Credible knowledge of Microsoft Server and PC Operating Systems.
- ❖ Working experience of Microsoft Exchange/Outlook and Office.
- ❖ Working experience of virtualised environments. Both Server and VDI.
- ❖ Strong troubleshooting skills and ability to associate cross system dependencies.
- ❖ Good written and oral communication skills, complemented with good audience empathy.

### **Key Primary Responsibilities:**

- ❖ Provide first-line support for incidents and service requests raised by the business.
- ❖ Ensure provision and availability of IT systems and functions to the business.
- ❖ Troubleshoot issues across the entire stack: Hardware, Software, application and network.
- ❖ Maintain RL360's technical infrastructure (Servers, Desktops, printers and other ancillary equipment) in line with agreed company standards.
- ❖ Perform User Account Management.
- ❖ Maintain documentation to required standard.
- ❖ Provide Operational Support cover.
- ❖ Contribute to out-of-hours cover.

If you believe you're who we're looking for and wish to join us in our journey then please email your CV plus a covering letter, including details of your current remuneration and explaining your suitability for the role, to [karen.wilson@rl360.com](mailto:karen.wilson@rl360.com).

Closing date for application is 10 April 2018.