

## **IT Service Desk Analyst / Batch Operator – RL360°**

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 Delivery team. 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.

Reporting to the team Supervisor, the role combines the day to day investigation and resolution of both local and international support requests with the running and monitoring of Late evening/Morning Batch Processes. Successful candidates must have a minimum of 2 years relevant IT support experience and possess strong analytical and communication skills, along with the aptitude to work equally well as an individual or as part of a team.

Please be aware that the role consists of rota-based shifts, the anticipated pattern being 8am to 4pm, 10am to 6pm, and 5:30pm to 1:30am. An additional shift allowance will be paid in recognition of the unsociable hours.

Key primary responsibilities:

- ❖ Run and monitor Batch Processes for our key line of business systems.
- ❖ Provide first line Service-desk Support addressing and resolving incidents and problems reported by the user base.
- ❖ Escalate as appropriate to ensure a prompt restoration of service, arranging for the relevant 2nd and 3rd line specialists to address and resolve incidents.
- ❖ Ensure provision and availability of IT systems and functions to End Users, satisfying I.T. Service Level Agreements.
- ❖ Provide out of hours Operational Support cover for the IT Department as & when required. (This being eligible for payment of an on-call allowance).
- ❖ Maintain policy & procedure documentation to the required standard, and to provide supporting evidence for achievement of SLAs.
- ❖ Perform general IT duties covering such tasks as kit relocation, software installs & upgrades and hardware builds etc.

To be successful in this role you should have:

- ❖ A minimum 2 years relevant Service/Help Desk experience
- ❖ Customer Service experience, face to face/remotely and over the phone
- ❖ Good analytical and listening skills and an understanding of the I.T. needs of the company.
- ❖ Experience in troubleshooting Microsoft Operating Systems, Applications, Printers and Network faults.
- ❖ An understanding of Active Directory, Exchange, Server/Desktop and Network Infrastructure.
- ❖ An understanding of Virtual Server/Desktop environments. Preferably VMWare.

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 applications is 10 April 2018.