



Spire Healthcare are currently seeking an IT Service Desk Analyst to work in a well-established team based in York. The successful Service Desk Analyst will provide 1st Line phone based support to a network of internal colleagues, and will ensure that all problems are either solved or escalated to the 2nd and 3rd Line Engineers.

You will be responsible for logging calls and communicating all issues to other members of the IT team. You will provide support to bespoke software products as well as the Microsoft Office family of products, and you will be expected to ensure you know how to operate the software and how it is used throughout the business. You will also work on and fix basic server operating system faults, and you will be heavily involved in desktop support of workstations and laptops. In addition to this, you will work on the management of the LAN and WAN networks and escalate all problems that you are unable to deal with to 2nd and 3rd Line support.

Knowledge of some or all of the following technologies would be advantageous:

- Windows Operating Systems
- Windows Server
- Active Directory
- Basic Exchange queries
- LAN/WAN
- Printer and scanner fixes
- Application support

This position will suit an individual with previous experience in a first line Service Desk position. Ideally, you will also have a qualification in IT such as a BTEC Level 3, Comptia A+, or a Microsoft certification.

Excellent communication and organisational skills are essential prerequisites of this role. The Service Desk supports colleagues in the business and as such providing outstanding customer service at all times is crucial.

This represents a fantastic opportunity to join a forward-thinking company who provide excellent opportunities for progression for those who shine in the IT department. A full program of training is provided, with the opportunity to gain industry recognised qualifications.