



Service Support Analyst

Yorkshire

Competitive

We are working with an energy and services company who are looking for a Service Support Analyst to join their team and act as a point of escalation for users, take ownership of the ticket queue and identify/implement improvements to procedures, as well as being part of a wider team where occasional travel will be required.

Within this role there will be a number of varied duties and responsibilities including technical troubleshooting and root cause identification for effective incident resolution, installing, configuring, monitoring and supporting the workstation environment including computers, mobile devices and IP telephony and contributing to the continuous improvement of user experience along with a number of other tasks as they arise.

In order to be considered you must have good knowledge of ITIL and IT Service Management best practises in general, be proficient in all recent Windows desktop versions: deployment, configuration, maintenance, software distribution (SCCM), patching (WSUS) and management (and associated technologies), have good knowledge and experience with Citrix application publishing technology and basic networking knowledge as well as being prepared to learn (or demonstrate knowledge) of IT Service Management processes (based on ITIL), management methodologies and internal frameworks of the client's company.

For full details email your CV to Rebecca@candovergreen.com quoting **Job Ref: RB2077**

