

## JOB DESCRIPTION

**JOB TITLE:** 1<sup>st</sup> Line Analyst  
**REPORTING TO:** Service Desk Team Leader  
**SALARY:** £18,000 - £24,000  
**LOCATION:** Tunbridge Wells

### THE COMPANY

Infinity Group are a leading Managed Service provider of award winning IT Support, Digital Transformation and Microsoft Dynamics 365 Consultancy across the UK.

Since 2002, Infinity Group's team of IT Consultants have provided Managed IT Services, IT Consultancy, IT Infrastructure, Digital Transformation and specialist IT Security Services to over 1000 organisations across the UK. We pride ourselves in delivering outstanding service levels by ensuring we have consistently fast response times, a high 1st contact fix resolution rate and a large, highly skilled IT & Telecoms Service Desk.

We have UK offices conveniently located in London and Kent, and have recently been awarded the 2019 Feefo Gold Service Award for our outstanding Feefo reviews. Our impressive portfolio of clients, numerous award wins and three major ISO certifications, set Infinity Group apart from the other Managed Service Providers in the UK.

[www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

### THE ROLE

Working in our Service Desk team, you will be the first point of contact for our customer's incidents and requests. **The candidate** will need to be a quick learner and retain knowledge well in our fast paced, dynamic service desk supporting a multitude of different customers.

### MAIN DUTIES & RESPONSIBILITIES

- Respond to Assigned tickets of an IT nature from within our Ticketing System within SLA based on priority.
- Responsible for providing first line support, resolving basic issues on the first call
- Logging and escalating client's incidents and requests
- Meet the agreed targets for KPI's
- Follow all processes around the Service Desk
- Provide Exceptional Customer Service, via telephone and email
- Provide Service in-line with ITIL principles
- Provide services in-line with a break-fix mentality, ensuring all others works are delegated to the appropriate teams.
- Maintain client documentation and ensure all changes are updated
- Provide an accurate account of time within ticketing system.
- Ensure that escalation notes are adequately presented.
- Actively keep skills up to date and look to new technologies
- Act as a mentor to junior members of the team.

### REQUIRED KNOWLEDGE & EXPERIENCE

- Strong communication skills, both written and verbal
- Experience in a customer service role
- A Level (or equivalent) IT or Computer Science or previous experience in a Support role
- Knowledge of Microsoft Office, Windows 10 and Office 365
- Knowledge of Active Directory, on-prem and Azure

### DESIRED KNOWLEDGE & EXPERIENCE

- MCP CompTIA A+, or other relevant technical certification
- Experience working for an MSP

### PERSONAL SPECIFICATION

- Exceptional customer service values
- The ability to learn quickly and adapt to changing requirements
- Strong multi-tasking abilities
- Self-motivated and able to work under own initiative
- Excellent trouble-shooter with an eye for detail
- Willingness to learn new skills, products and services

### BENEFITS

- 28 Days Holiday (Inclusive of Bank Holidays) + 1 extra day awarded for each 2 years of service
- Holiday Purchase Scheme – purchase up to 5 days extra holiday
- Cycle to Work Scheme
- 10 Days Sick Pay
- Private Health Insurance
- Pension Scheme
- Paid Training
- Paid Social Events
- Refurbished office, including a new collaborative with a coffee machine, bar, TV and Xbox
- Fresh fruit and hot drinks

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We are signatory to the [Tech Talent Charter](#) which promotes greater inclusion and diversity within technology roles.