

Service Desk Analyst – London – Permanent

Salary Band £25,400-£29,623

THE ORGANISATION AND THE ROLE

The Parliamentary Digital Service is currently looking for a number of first-line ICT Service Desk Analysts to join our large team in the heart of Westminster providing support to over 8,000 users.

This is your chance to play a key role in supporting Parliamentarians and their staff in the important role of running both Houses of Parliament. This will involve providing a high-quality support service via telephone, email and face-to-face. You can expect to deal with a broad range of work in a diverse variety of environments, and while no two queries are exactly the same, you will have the attitude and ability to deliver a consistently first-class service. Working in the Parliamentary Digital Service will bring you in contact with industry leading technologies and bring opportunities to progress your career in other areas of the Parliamentary Digital Service, which employs over 300 staff.

As you can imagine, your strong advisory skills must be combined with good business, customer engagement and technical expertise. Your technical knowledge will span standard business computers, mobile devices, operating systems and office productivity tools. This is an environment where keeping our customers updated on the resolution of their issues is essential, so you will have excellent communication skills and an approach that guarantees real confidence in your work.

YOUR SKILLS AND EXPERIENCES

We are currently looking for someone who has:

1. An excellent command of the English language both spoken and written, to handle and document calls in a clear and professional manner.
2. An ability to provide excellent customer service to ICT users offering advice, support and solutions both over telephone and face-to-face. Please highlight any areas you have gained Customer Service Experience.
3. A good technical knowledge of standard computers, printers, mobile devices and associated operating systems which must include Windows 8.1, OS X, iOS and Office 365.

SALARY AND BENEFITS

We offer a comprehensive benefits package including:

- A generous annual leave (starting from 28 days pro rata).
- An excellent learning and development opportunities.
- Childcare voucher scheme, on site nursery.
- Season ticket/bicycle loans.
- Discounted restaurants.
- Contributory pension scheme.
- An in-house gym.
- Consideration given to candidates who wish to work part-time or as part of a job share.

HOW TO APPLY

Please ensure that you send your CV with a covering letter. Your CV should demonstrate broadly how you meet the Service Desk Analyst job description. **Your covering letter must specifically address the 4 required skills and experiences listed below:**

1. Demonstrates good communication skills with the ability to communicate effectively both verbally and in writing.
2. Good customer facing and interpersonal skills, is able to develop good working relationships with staff at all levels and has proven understanding of service delivery.
3. Has an analytical approach to problem solving.
4. Good telephone manner and ability to handle difficult customers.

You can expect a telephone interview, a face-to-face interview and a technical assessment. All applicants must be prepared to undergo CTC-level security clearance checks.

Your application will not be considered if you do not submit a covering letter.