



We're hiring!

Join our team

**Service Desk
Analyst**

Role: Service Desk Analyst
Based: Homebased & Warrington Head Office
Reporting To: Head of Operations

About Us

PAM Group has a workforce consisting of over 550 staff based regionally throughout the UK who provide a comprehensive range of high-quality services, delivered through a bespoke combination of on-site staff, remote services (including telephone & secure video conferencing) and clinic-based services via a UK wide network of PAM clinics.

Services are offered nationwide; we have established regional management teams to support clients locally. Supporting this is our extensive IT capability, recognised quality management systems and solid financial standing.

Role

Working as part of a busy IT Operations team, the Service Desk Analyst will provide IT Service desk support to over 500 employees across PAM group. The job holder will play a key role in ensuring that all service requests and incidents are handled professionally. They will represent IT to both internal staff and key 3rd party suppliers.

- ❖ Manage incident, problem, service request and change volumes for service desk requests.
- ❖ Providing 1st/2nd line support
- ❖ Drive through resolutions and escalate to 3rd party suppliers when necessary.
- ❖ Configuration and installation of desktop systems and software
- ❖ Liaising with 3rd party suppliers to resolve technical issues.
- ❖ Ensuring high system availability and customer satisfaction
- ❖ Create and maintain knowledge base articles to share workarounds and document solutions for known issues. Document standard changes or standard operating procedures.
- ❖ Manage resolution according to agreed SLAs and KPIs.
- ❖ Working to ITIL aligned processes
- ❖ Make suggestions to IT Service Desk Team Leader on improvements that could be made to the service desk to improve the level of service offered.

About You

- ❖ Experience in Windows Server 2012/2016 Administration
- ❖ Experience working in a similar role providing 1st/2nd line technical support
- ❖ Experience in Office 365 Administration
- ❖ Understanding of LAN, WAN, DNS, DHCP, VPN, TCP/IP
- ❖ ITIL Foundation v4 Certified
- ❖ Excellent oral and written communication skills.
- ❖ Exceptional interpersonal, including teamwork and working co-operatively to achieve a common goal.
- ❖ Be able to demonstrate the ability to work and communicate with many stakeholders with varying levels of IT capability and to handle a busy and varied workload.
- ❖ Flexible approach to work and excellent problem-solving ability.
- ❖ Ability to prioritise and use own initiative.
- ❖ Good range of analytical skills and attention to detail.
- ❖ Excellent customer service and stakeholder management skills, with the ability to build effective relationships.

If you're looking for your next career move and are wanting to work with a rewarding company, please get in touch with our Recruitment department for a confidential chat about joining the PAM Team. Recruitment@pamgroup.co.uk

- ❖ Ability to effectively prioritise and execute tasks in a high-pressure environment.

Our Values

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues. Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.

We're looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

- ❖ Hard Work & Enthusiasm; we believe hard work should be rewarded, we go the extra mile to achieve our goals and support each other and enthusiasm and passion are part of our DNA.
- ❖ Teamwork & Friendship; our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
- ❖ Loyalty & Improvement; we are dedicated to personal and professional development. Our PAM Academy mentors' colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.

Employee Benefits

- ❖ Industry Leading Healthcare Scheme – Opticians, Dental, Physio & more!
- ❖ Excellent Pension Plan - 8% auto-enrolment and up to 5% matched contribution
- ❖ 24/7 Doctor helpline – book a telephone or video appointment with a GP
- ❖ Employee Assistance Program – 24/7 telephone counselling helpline
- ❖ Flexible working hours and 33 days annual leave (includes bank holidays)
- ❖ Top training and development opportunities, with best-in-class tech gear

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