

Service Desk Analyst

Branch:	Bristol, UK
Work location:	Office/Hybrid
Reports to:	Service Delivery Manager

Our Values

In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Our Culture

You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative and dedicated, and it's at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it'll be important that you play your part.

Job Purpose

To log and resolve IT issues promptly and effectively, assist in escalating and resolving more complex issues and generally contribute to providing a safe, secure, and enjoyable IT experience for our team.

The Role

As a Service Desk Analyst, you will report directly to the Service Delivery Manager and be responsible for investigating and resolving tickets submitted to the IT Service Desk.

Our global staff will be your core internal clientele, and you will combine your technical knowledge and people skills to provide a highly responsive IT Service Desk.

As a member of the IT function, you will be exposed to a wide variety of tickets and technologies and gain experience in Azure as we migrate our services. The role will allow you to be involved in larger systems projects and support the Service Delivery Manager. A passion for developing your IT skills is a requirement.

You will need an element of flexibility as we aim to deliver a 24/7 service from our global team, and some evening/weekend work may be required to ensure the function remains responsive to business needs.

Your flexibility will also enable you to come into the office at short notice should the need arise.

You will join us with the ability to provide an excellent customer experience for our staff and communicate effectively and accurately. As the face of the IT Function, building solid relationships with your colleagues is crucial for the Service Desk Analyst role.

You will write comprehensive ticket notes, communication news pieces and knowledge-base articles, so excellent written skills are desirable as well as the ability to accurately follow existing company processes.

You will support and train your colleagues to maximise efficient use of our systems and ensure we use technology to produce a streamlined work environment. You will be involved in and run onboarding and ongoing IT training.

You will have a natural flare for spotting opportunities and improvements and will report these to the Service Delivery Manager in your weekly catch up.

Who you will be working with

You will have interactions with just about everyone. Your core internal connections will be:

- Internal: Service Delivery Manager – reporting to the Service Delivery Manager, you will have a strong working relationship.
- Internal: Service Desk Analyst – working and collaborating alongside your teammates across the globe.
- Internal: Engineering – there will be opportunities to work with engineering in learning and project support.
- Internal: Branch Integrators – liaising with branch managers for local operations and matrix management.
- External: Third-Party partners – Liaising and escalating issues with any of our third-party support partners for specialised work.

Level of budgetary responsibility

Contributor to the budget spending set by the Service Delivery Manager.

What you will be doing

- Day-to-day Service Desk operations.
 - Incident and Service Request Tickets
 - Raising Change Request for Engineering
 - Asset Inventory Updates
 - Knowledge Base Updates.
 - Escalate tickets to the Service Delivery Manager
- You will be a member of the escalation schedule, responding when needed to major incidents.
- Supporting the following:
 - Microsoft Windows 10 & 11 Operating Systems.
 - Active Directory and Azure AD
 - Microsoft 365 E5 application stack, including SharePoint.
 - 3CX Telephony
 - PrinterLogic Print Management
 - Internal booking system
- Onboarding and Offboarding accounts through Active Directory and Microsoft 365
- Processing imaging of end-user devices through Microsoft Autopilot and Microsoft Intune
- Creating and updating training resources for our knowledge base and providing training for new technologies to staff.
 - Carry out in-person training and mentoring should the need arise.
- Weekly 1:1 with Service Delivery Manager
- Providing hardware support
 - Hands-on testing and troubleshooting of hardware, including laptops, monitors and headsets.
 - Desk setups, including network cabling.
 - Meeting room equipment checks.
- Ensuring all assets are recorded and updated correctly
- Being a physical presence to assist with internal and external events and meetings.

Outputs & Deliverables

- Resolved Service Desk Tickets in line with our SLA's while providing a great end-user experience.
- Published Knowledge Base articles within the Service Desk
- Published updated training materials and resources.
- Transparent internal communication of updates and service status using an omni-channel approach.

Outcomes & KPIs

- You will be measured on Service Desk performance and satisfaction of resolution.

What you will need

- Experience working on a service desk providing first-line support for end users.
- Experience working within an ITSM.
- Strong knowledge of Windows 10 and 11
- Knowledge of the Microsoft 365 E5 application stack.
- Knowledge of Microsoft 365 administration
 - Exchange Online
 - SharePoint / OneDrive for Business
 - Teams
- Exposure to Microsoft Azure and user administration
 - Azure Active Directory
 - Microsoft Intune & Autopilot
 - Active directory
- Exposure to Windows Server
- Basic understanding of TCP / IP networking
- Exposure to PowerShell & scripting
- An excellent team player
- The ability to plan, organise and adapt to changing priorities
- Strong analytical and logical troubleshooting skills
- Good written and communication skills and an excellent team player while being able to manager your own workloads.

What we are looking for from you

Naturally calm under pressure, you will have a logical thought process in troubleshooting and be confident in the work that you complete.

You will possess excellent communication and adaptable language skills in explaining IT to varying degrees of competence to individuals.

Your communication skills will embody the function as a whole and will be represented in a professional manner.

As a global team player, you will understand the importance of daily inter-communication with all team members across different time zones.

You will have a high degree of enthusiasm to keep up to date with the latest IT technological advances at a consumer and enterprise level.

You will be flexible in the hours you work in emergencies to ensure our global team is looked after.

It will be expected of you to quickly learn the basics of our ITSM (Freshservice), a cornerstone of our function.

Qualifications are advantageous but are not required. However, having a proven track record of being self-motivated, career-driven, and the ability to learn and ask questions along the way is essential.

Beneficial skills and experience

- Experience working in an international context.
- Freshservice ITSM experience
- PrinterLogic experience
- 3CX Telephony
- ITIL exposure

Pay and Conditions

Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. It is expected that the majority of your initial induction and onboarding will take place in the office. We are happy to consider applications for hybrid, or remote working in line with our flexible working policy, subject to demonstrating task competency.

UK

Base Salary	From £26,152 per year (L8-L11)
Hours	37.5 hours per week
Holiday	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday
Health	Employee Assistance Program; Enhanced parental leave
Pension	3% employer pension contribution
Bonus	Annual discretionary bonus related to company and individual performance of up to 125% of monthly salary
Benefits	Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Employee Assistance Programme • Designated learning and development time

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.