

# Service Desk Analyst – Bristol, UK

## (Permanent, full-time position)

Looking for your first role in IT or thinking of a career change into the IT Communications industry, this might be the role for you!

### About Us

Working with world-leading telco and systems integrator organisations, Applicable support the specific business transformation objectives of our customers with our Microsoft M365 and UC expertise.

Enabling successful transitions to Microsoft cloud including UC and collaboration solutions and services is at the core of what we do. More than 20 years' specialist experience enables us to ensure that these solutions are successfully delivered on time and on budget.

The job doesn't stop at deployment, however. We continue to provide specialist ongoing support to our clients in life to make sure that all users enjoy a great UC and M365 experience. We blend into our customer's service delivery team as a specialist team and continue to act as a trusted advisor in all things M365, UC, telephony and collaboration.

Please visit our website to find out more about what we do and who we are [Homepage - Applicable](#).

### Job Description

As a Managed Service Engineer (L1) (Service Desk Analyst) reporting to the Operations Team Leader, you'll provide first-line support for incident management, request fulfilment and access management, to maintain agreed operational service.

Managing all incidents and requests from initial contact through to resolution in line with SLAs and KPIs, you'll log all contact through the service management tool.

A reliable team player who works well under pressure, you will have the ability to adapt rapidly to change, your well-developed problem-solving skills are enhanced by your ability in handling complex relationships with both internal and external stakeholders.

### Job Location

This role is based in our Bristol office, UK.

### Main Duties

- Fulfil approved requests following agreed procedures.
- Monitors client infrastructure and solutions.
- Routinely identify common incidents and opportunities for avoidance as well as general opportunities for incident reduction.

- Provide telephone or chat support to clients when required.
- Follow the required handover procedures for shift changes to ensure service continuity.
- Report and escalate incidents where necessary.
- Ensure the efficient and comprehensive resolutions of incidents and requests.
- Update existing knowledge articles or create new ones.
- Identify opportunities for work optimisation including opportunities for automation of work, request fulfilment, incident resolution and other general process improvement opportunities.
- In this role you will update, design and implement documentation and should demonstrate a solid understanding of Intellectual Property.
- Adhering to Applicable's information security framework.
- Other duties as directed by your manager from time to time.

You will participate in the shift rota or as agreed with your line manager and in-line with your contract.

Monday – Friday 9:00am to 5:30pm first 3 months then you will participate with the shift rota – typically 4 days on 4 days off, 12-hour shifts. One month, days (09:30 – 21:30) one month, nights (21:30 – 09:30)

## Essential Skills

- Entry level experience or completion of relevant intern program.
- Computer literacy (Microsoft Word/Excel/Teams).
- Experience of following procedures in an accurate and timely manner.
- Support and promotion of a knowledge sharing culture. Effectively communicate details of complex incidents to internal and external stakeholders using both written and verbal communication.
- Follow the shift hand over process highlighting any key tickets to be focussed along with a handover of upcoming critical tasks to be carried out in the next shift.
- Ability to communicate and work across different cultures and social groups.
- Display critical thinking and decision making, without always relying on others for support.
- Ability to plan activities and projects well in advance, and takes into account possible changing circumstances.
- Ability to maintain a positive outlook at work.
- Ability to work well in a busy environment.

## Applicable Benefits

- Competitive salary
- 25 days holiday (up to 28 days dependent on length of service) plus bank holidays
- Buy/Sell holiday
- Enhanced Maternity & Paternity Leave
- Private Healthcare
- Pension (with Applicable contribution up to 6%)
- Critical Illness Cover
- Death in Service (4 x salary)

- Training & Development

NO AGENCIES PLEASE.