

## Service Desk Analyst

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Company: Taleo BE

Location: United Kingdom

Category: computer-and-mathematical

## Service Desk Analyst

**Location: On-site (Huntingdon, Cambridgeshire)**

### UNLEASH YOUR POTENTIAL

At Leidos, we deliver innovative solutions through the efforts of our diverse and talented people who are dedicated to our customers' success. We empower our teams in the UK to address some of the most complex problems in defence, government, safety and security, and transportation. Everything we do is built on a commitment to do the right thing for our customers, our people, and our community. Our Mission, Vision, and Values guide the way we do business. <https://www.leidos.com/company/global/uk-europe>

Leidos Innovations UK Ltd is seeking a Service Desk Analyst to join the service operations team to support systems within the Defence Intelligence. This role offers a highly skilled and motivated person an exciting opportunity to join the Defence Intelligence Service Operations Team during a time of major change and technology advancements.

### **Are you ready for your next challenge?**

We are looking for a highly capable service desk analyst to assess and optimise the performance of our end-user IT systems and software. You will be analysing the performance of IT systems, resolving IT equipment and software issues, and providing IT support to our clients and personnel.

To ensure success as a service desk analyst, you should exhibit sound knowledge of IT system

analysis and experience in an IT support role. A first-class service desk analyst will be someone whose IT expertise results in enhanced end-user support and system performance.

### **YOUR ROLE AND RESPONSIBILITIES :**

The Service Desk Analyst will be responsible and have: -

Testing and analysing IT system and software performance.

Resolving incoming client and personnel IT queries remotely via email and phone, or at the office.

Prioritising and resolving IT concerns and escalating serious issues to relevant stakeholders.

Avoiding service interruptions by performing system installations, updates, and maintenance procedures.

Preparing training manuals and FAQ materials for easy-access end-user guidance.

Documenting processes and maintaining service desk records.

Making recommendations to optimise IT performance and to prevent future problems.

Keeping informed of advancements in IT.

The ability to write coherent, concise, and Knowledge based articles.

The ability to work under pressure and to deadlines, with a flexible and pragmatic approach.

Experience of working in a matrix management environment.

Awareness and understanding of Change, Problem and Incident Management, maintaining Service Levels, ITSCM and Business Continuity and Disaster Recovery.

Experience managing the provision of complex IT services against SLAs, including customer liaison management at all levels.

Experience in reporting and analysing data to identify trends

Able to work with various internal and external parties on the service desk dealing with

incidents and requests in a complex environment with multiple partners operating in 2nd and 3rd support tiers providing ITIL processes for our clients.

Experience in first line applications support and liaising with internal departments and suppliers

Able to work as part of a team.

ITIL3/4 Foundation Level minimum

### **Candidate Requirements:**

A knowledge and understanding of ITIL functions, principles and processes.

Technical knowledge with an ability to provide a first-time fix resolution.

Experience in an MOD environment.

Excellent verbal and written communication skills.

DV Cleared.

**Clearance: High-level: DV - optional SC**

### **What we do for you:**

At Leidos we are PASSIONATE about customer success, UNITED as a team and INSPIRED to make a difference. We offer meaningful and engaging careers, a collaborative culture, and support for your career goals, all while nurturing a healthy work-life balance.

We provide an employment package that attracts, develops and retains only the best in talent.

Our reward scheme includes:

- Contributory Pension Scheme
- Private Medical Insurance
- 33 days Annual Leave (including public and privilege holidays)
- Access to Flexible benefits (including life assurance, health schemes, gym memberships, annual buy and sell holidays and a cycle to work scheme)
- Dynamic Working

### Commitment to Diversity:

We welcome applications from every part of the community and are committed to a truly diverse and inclusive culture. We foster a sense of belonging, welcoming all perspectives and contributions, and providing equal access to opportunities and resources for everyone. If you have a disability or need any reasonable adjustments during the application and selection stages please let us know, and we will respond in a way that best fits your needs.

### Who We Are:

Leidos UK & EUROPE – we work to make the world safer, healthier, and more efficient through technology, engineering and science.

Leidos is a growing company delivering innovative technology and solutions focused on safeguarding critical capabilities and transformation in frontline services, our work in the United Kingdom includes addressing some of the most complex problems in defence, healthcare, government, safety and security, and transportation.

### Pay Range:

██████████ pay range for this job level is a general guideline only and not a guarantee of compensation or salary. Additional factors considered in extending an offer include (but are not limited to) responsibilities of the job, education, experience, knowledge, skills, and abilities, as well as internal equity, alignment with market data, applicable bargaining agreement (if any), or other law.

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