

**Service Desk Analyst**

**Reports to: Dale Kelly**

**Location:** Office Based (Liverpool)

**About Concerto**

Part of the Bellrock Group, Concerto has been a market-disrupting innovator of cloud-based software since 2004, delivering market-leading CAFM/IWMS solutions. Based in Stockton Heath, Warrington and Leicester, our technology is trusted by household names, such as John Lewis & Waitrose, Wagamama and University of Oxford, along with many other blue-chip and public sector organisations who rely on our technology to monitor and manage all aspects of property asset information, processes and risk.

Concerto is a well-established business with a solid financial base but has the agile mindset of a start-up. Having proven our technology in a highly competitive landscape and recently acquired new owners/investment, Concerto has plans to scale the business significantly.

**Service Desk Analyst**  
Forming part of the Service Desk to provide excellent customer service to Concerto customers and internal staff and achieve the team ambition of becoming a world-class Service Desk & Support team.

You will be responsible for performing technical tasks and fixes to remotely assist our customers. In addition to this, you will offer technical advice and support in relation to all aspects of the Concerto software, whilst logging Incidents and Service Requests on behalf of customers and ensuring compliance with policies and processes.

In addition, you will be required to liaise with other members of the Concerto team to ensure the timely resolution of Incidents, ensuring that SLAs are met. Moreover, the role will require working closely with customer accounts managers to better help, manage and support their instances.

**Key Responsibilities & Critical Success Measures**

Responsible for delivering the agreed Service Desk, Incident Management and Service Request processes, including:

* + Prioritise workload and monitor tasks autonomously.
  + Provide timely updates to end users via written and verbal communication.
  + Troubleshoot software and technical issues quickly and competently.
  + Develop deep understanding of Concerto products and services and provide support to all internal teams, enabling timely customer communications and swift resolution.
  + Ensure documentation and ticket information is relevant and up to date.
  + Performing software updates to the Concerto software.
  + SQL Database administration and running SQL queries.
  + IIS Administration, including creation of new websites.
  + Installation of server components.
  + Aiding the wider Concerto team by documenting fixes and producing a knowledge base of information for future usage.
  + Support the Account Management team with by providing key technical insight and advice.

**Qualifications/Skills**

Essential:

* 5 GCSE’s (A\*- C).

Desirable:

* ITIL v4 Foundation Certified.
* Technical Degree (or similar e.g. Microsoft Certified Desktop Support Technician).
  + Or at least 2 years of demonstrable experience working in a SaaS Service Desk environment.

**Experience**

*Essential*

* Demonstrable technical competence
  + Windows 10 & 11 Operating Systems
  + Windows Server Operating Systems
  + Office 365 Software products
    - Excel
    - Powerpoint
    - Outlook
    - Teams
    - Word

*Desirable*

* 2 Years Commercial Experience providing support on a Service Desk.
* Worked in a technical troubleshooting role with a complex product.
* Experience working in fast paced commercial environment.
* SQL server experience performing backups, restores and running queries.
* Windows Server experience, including IIS configuration.
* Knowledge of FM/Property Sector.
* Exposure to technology including IoT and Single Sign-On.
* Able to demonstrate a quality track record in the following skills:
  + Self-motivated with ability to work on own initiative with a ‘can-do’ attitude.
  + Willing to learn and become an expert with cloud-based software solutions.
  + Interest in software and infrastructure troubleshooting.
  + Professional image and communicative manner.
  + Excellent written and verbal communication skills.
  + Ability to effectively escalate issues.
  + Ability to quickly put into practice knowledge passed to from other teams or colleagues.
  + Create clear and quality user documentation.
  + Ability to spot opportunities for improvement in processes and in the software and provide recommendations.

**EMPLOYMENT ACKNOWLEDGEMENT**

This job description is intended to describe the essential job functions of this position and is not intended to be an all-inclusive statement of job responsibilities.

I have read, understood and am able to perform the duties within the job description. I have received a copy of this form.

**Employee Name**………………………………………………………… **Date**…………………………………..

**Employee Signature**……………………………………………………………………………………………………