

Key information	
Job title	IT Service Desk Analyst
Department:	Information Technology
Team:	Service Delivery
Reports to:	IT Service Desk Lead/Manager
Hours:	A shift rota is in place to provide weekday on-site services from 8.00am to 7.00pm with on-call support outside of these hours. A rota also exists for on-call weekend support. You will be expected to fully participate in the rotas.

Why Forsters?

We are renowned for our private wealth and real estate focus, together with our strong corporate and commercial and dispute resolution teams. We work alongside individuals, families and businesses across a wide range of complex matters and situations.

What makes us different is how we build closer connections with our clients to deliver exceptional results. We do it through creating genuine relationships, a sharp focus on what matters to them and the flexibility to adapt our advice to their situation.

When you come through our door, you'll notice how genuinely open, friendly and authentic people are. We work well together because we have fun together. We take your happiness and wellbeing seriously. Here, you are free to express yourself and be the best you can be.

Delivering exceptional results takes on a different meaning at Forsters. For us, it's about being more closely connected to clients, each other and our communities. It's what drives us, them and you forward.

Forsters: Closer connections. Exceptional results.



What sort of work?

The role of IT Service Desk Analyst is to provide an outstanding service to colleagues at Forsters, dealing with incidents and requests, escalating as required. The role encompasses both 1st and 2nd line activities, in an environment where personal development of technical understanding is encouraged

Main duties & responsibilities include:

- ✔ Capturing, logging and dealing with calls, emails and self-service actions to the IT Service Desk
- ✔ Following agreed procedures, identifies, registers and categorises incidents.
- ✔ Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.
- ✔ Resolution of incidents where possible, aiming to achieve a high first time fix rate. Escalation to Systems Team as necessary. Incident resolution may involve desk-side support.
- ✔ Contributes to creation of support documentation
- ✔ Proactively looks for improvement areas as part of continuous improvement process
- ✔ Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.
- ✔ Promotes and ensures use of appropriate techniques, methodologies and tools.
- ✔ Any other ad hoc projects as required.

Why this team?

We are leaders in our field and you will be part of a team with an outstanding reputation, working with high quality clients on high quality matters delivering exceptional outcomes. We will encourage you to be entrepreneurial, explore ideas and make your mark. We will provide you with the support you need to grow professionally and personally to reach your full potential.

What is the environment?

You'll be in an environment of happiness, collaboration and flexibility. We take our work seriously and being happy and having fun is an integral part of that. We work both in and out of the office in Marylebone depending on what's best for our clients, our team, our business and our professional growth.

Are we right for you?

We are looking for you to bring your energy and enthusiasm to work every day and to collaborate and work with colleagues as one team, to listen and consider each other. We ask you to take responsibility for your growth and development, share your ideas and let us know what you want to achieve. We are looking for you to get involved in our responsible business activities, pro bono, community and sustainability initiatives.

Other skills required:

- ✔ ITIL foundation essential
 - ✔ CompTIA A+ desirable
 - ✔ Strong technical skills across M365 products, ideally with a MOS qualification in Word and Excel
 - ✔ Knowledge of legal based IT applications e.g. 3E Cloud, BigHand, NetDocuments
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Equal Opportunities

Forsters LLP is an equal opportunities employer and is committed to ensuring an inclusive and accessible hiring experience for everyone.

We strive to attract and encourage applications from all candidates regardless of their gender, age, race, nationality, marital status, disability, sex, sexual orientation or religious beliefs.

If you require any support or adjustments in the application or hiring process, please let us know.

www.forsters.co.uk

