

Service Desk Analyst

TR Fastenings Ltd specialise in distributing and manufacturing standard and specialist industrial fasteners. Through our global operations, TR employs over 1,200 highly skilled and experienced people. Every colleague around the world is a valued member of the TR family who on a daily basis work together to deliver a high quality service for all our customers.

We are looking for a Service Desk Analyst to join the busy Group IT Team at Bellbrook Park

This role represents an opportunity to develop your career within TR Fastenings. Joining the Group IT department at an exciting time will give the successful candidate a fantastic opportunity to grow within the business.

The Role

Reporting to the Global service desk manager your role will be to support the business via the Service Desk ensuring all incidents are logged and recorded onto the incident Log. You will need to manage their resolution in line with Service Level Agreements.

As a member of the team you will primarily be working on our busy Service desk, answering queries via telephone, email and our help desk ticket system. Ensuring that they are assigned to the appropriate team within the department. Flexibility is essential as the role will require working a shift rota.

The Candidate

The suitable candidate will be self-motivated, possess excellent communication skills both verbal and written and in time be able to provide technical support to customers. You will also need to have the ability to build good relationships with both internal and external contacts.

You will have good all-round IT skills combined with customer service experience and be able to work to deadlines and remain focused. An understanding of working to service level agreements would be advantageous. A proactive outlook together with good diagnostic skills and the ability to analyse incidents effectively are key. This is a demanding role in a very busy department where the ability to multi-task and prioritise workload together with good attention to detail is vital.

Previous service desk experience would be beneficial together with some technical knowledge. However, a technical background is not essential, top quality customer service skills and experience, and an excellent phone manner and attention to detail are far more important.

To Apply

If you are interested in this role or know of someone who might be, please contact Lydia Ball on 01825 747323 or email your CV to careers@trifast.com.

