

Service Desk Analyst



part of the Trifast plc Group

Who we are.

At TR, part of Trifast plc, we are more than fasteners—we are the trusted partner behind some of the world's most advanced industries. As a global leader in the design, engineering, manufacture, and supply of fastenings and Category 'C' components, we deliver smart, efficient solutions that enhance performance across major assembly operations.

From Automotive to Smart Infrastructure and Medical Equipment, our focus on engineering excellence and streamlined supply keeps us at the forefront of progress.

We are looking for driven and dynamic Service Desk Analysts to contribute to our continued success on a global scale.

We are looking to recruit x2 Service Desk Analysts on a permanent basis to join our Global IT based at our site, National Distribution Centre in Walsall (WS2 8DQ).

The Role

Reporting to the Global Service Desk Manager, your role will be to support the business via the Service Desk ensuring that all incidents are logged and recorded onto the ticketing system. You will need to manage incidents from the start through to resolution in line with Service Level Agreements.

Key Tasks

- **Incident Management:** Log, track, and resolve incidents in line with SLAs, escalating where necessary.
- **Customer Support:** Provide excellent support via phone, email, and ticketing tools, ensuring all user issues are addressed effectively.
- **Documentation:** Update and maintain self-help documents to empower customers and colleagues to resolve common problems.
- **Collaboration:** Work closely with internal teams and consult with third-party providers to achieve swift outcomes.
- **Problem Ownership:** Take initiative in resolving customer issues, troubleshooting hardware, software, and network problems.
- **Remote Support:** Deliver remote assistance to global users across different time zones.
- **IT Equipment Management:** Build, configure, and manage laptops for new and existing users.
- **Enterprise Tools:** Support enterprise applications, including Dynamics 365, email systems, and collaboration tools.
- **Security Awareness:** Provide guidance on IT best practices and online security measures.

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The Candidate

We are seeking a service-driven individual with excellent attention to detail and strong communication skills, both verbal and written, with the ability to convey technical solutions in plain English.

Strong IT literacy is essential with the ability to learn new software quickly. Experience in Windows and Mac OS environments is essential, alongside familiarity with tools such as Active Directory, Office 365, SharePoint, Teams, and Dynamics 365. Exposure to ITIL frameworks and service management tools like ServiceNow or JIRA would be beneficial.

The candidate must have proven problem-solving and analytical skills and be resilient and customer-focused with the ability to manage competing priorities.

We are looking for applicants with 1–3 years of experience in an IT support or Service Desk role, preferably in a global, multi-time-zone environment. Fluency in English (spoken and written) is essential.

What we offer

- On-site parking
- Life insurance
- Pension
- Employee Assistance Programme

To apply

If you are interested, know of someone who might be or have any queries, please contact:

HR @TR

@ careers@trifast.com

To apply for this role, kindly send your CV and specify the position you are applying for to the above email.