

Service Desk Analyst



part of the Trifast plc Group

Who we are

At TR, part of Trifast plc, we're more than fasteners, we're 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're looking for a driven and dynamic Service Desk Analyst to contribute to our continued success on a global scale.

We are looking to recruit a Service Desk Analyst to join our team based in the NDC.
The role is 37.5 hours per week, with the option of hybrid working. 3 days in the office and 2 at home

The Role

As a key member of the Service Desk team, reporting to the Global Service Desk Manager, you will play a critical role in supporting the business by ensuring that all incidents are accurately logged and tracked within the ticketing system. You will manage the end-to-end resolution of incidents, adhering to Service Level Agreements (SLAs) to minimize downtime and ensure seamless business operations.

In this role, you will provide support for a range of enterprise tools, with a particular focus on Dynamics 365 (D365). You'll assist users by answering queries, troubleshooting issues, and escalating complex problems when necessary to ensure minimal disruption.

Your day-to-day will primarily involve handling inquiries via phone, email, and the ticketing system, addressing both general IT issues and D365-related concerns. You'll also be responsible for escalating unresolved issues to the appropriate teams within the department to ensure swift resolution.

Key Tasks

- **Incident Management** - Efficiently log, track, and resolve IT incidents in alignment with service level agreements (SLAs), escalating issues when necessary to ensure timely resolution.
- **Customer Support** - Deliver outstanding support via phone, email, and ticketing systems, ensuring all user queries are handled promptly and effectively.
- **Knowledge Documentation** - Maintain and update self-help resources to empower users and colleagues to resolve common issues independently.
- **Cross-Team Collaboration** - Work closely with internal departments and external vendors to drive swift and effective outcomes.
- **Issue Ownership** - Take proactive ownership of customer issues, troubleshooting across hardware, software, and network environments.
- **Remote Support** - Provide remote assistance to users globally, accommodating various time zones and ensuring consistent service delivery.



- **IT Asset Management** - Provision, configure, and maintain IT equipment - including laptops, desktops, and peripherals for new and existing users, supporting smooth onboarding and optimal performance.
- **Enterprise Application Support** - Support core business applications such as Dynamics 365, email platforms, and collaboration tools to ensure operational continuity.
- **Security Awareness** - Promote IT best practices and online security guidance to enhance user awareness and protect organisational assets.

Key Relationships/Stakeholders

- **Internal IT Teams:** Collaborate closely with infrastructure, application support, and cybersecurity teams to escalate and resolve complex technical issues efficiently.
- **End Users (Global Workforce):** Provide first-line support to employees across multiple regions, ensuring prompt and effective resolution of IT incidents and service requests.
- **Service Desk Team Members:** Work in tandem with fellow analysts and team leads to maintain consistent service delivery, share knowledge, and foster a collaborative environment.
- **IT Service Management (ITSM) Team:** Coordinate on incident, problem, and change management processes to ensure alignment with ITIL best practices, driving continuous improvement.
- **Vendors and Third-Party Support Providers:** Act as the main point of contact for external partners, coordinating hardware, software, and service escalations or maintenance.
- **Training and Knowledge Management Teams:** Contribute to the development and upkeep of knowledge base articles, user guides, and training materials to empower users and improve service quality.

Skills and Experience

- **Technical Expertise:** Proficient in both Windows and macOS environments, with a strong understanding of a wide range of enterprise tools and applications.
- **ITSM Tools:** Hands-on experience with industry-leading service desk platforms, such as TOPdesk; ServiceNow and JIRA, for efficient incident and request management.
- **Clear Communication:** Exceptional written and verbal communication skills, with the ability to translate complex technical concepts into easily understandable language for diverse audiences.
- **D365 F&O Expertise:** In-depth experience with Dynamics 365 Finance and Operations, including troubleshooting, system optimisation, and issue resolution is ideal.
- **Analytical Problem-Solving:** Strong analytical mindset with a methodical approach to diagnosing and resolving technical issues, ensuring minimal disruption for end users.
- **Customer-Centric Approach:** Resilient, service-oriented, and adept at balancing multiple priorities, all while maintaining a positive and professional user experience.
- **Team Collaboration:** Excellent interpersonal skills with the ability to collaborate seamlessly across internal teams and with external stakeholders to deliver effective solutions.
- **Adaptability & Agility:** Comfortable working in fast-paced, evolving environments, with a proven ability to pivot and adjust to changing business needs.
- **Global Perspective:** Experienced in providing support to users across multiple regions and time zones, with a strong appreciation for diverse cultural nuances.

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Education and Qualifications

- 3-5 years of experience in IT support or Service Desk roles, ideally within a global, multi-time-zone environment.
- Strong IT proficiency with the ability to quickly grasp and adapt to new software, systems, and technologies.
- Familiarity with ITIL frameworks, with an ITIL Foundation certification being highly desirable.
- Experience with service management tools such as TOPdesk; ServiceNow or JIRA, ensuring efficient issue resolution and support operations.
- Exposure to enterprise platforms like Active Directory, Office 365, SharePoint, Teams, and Dynamics 365, with a solid understanding of their functionalities.
- Relevant IT certifications (e.g., CompTIA A+, Microsoft Certified: Modern Desktop Administrator Associate) are a plus and demonstrate commitment to professional development.
- Fluency in English (both spoken and written) is required for effective communication and collaboration.

What we offer

- **25 days holiday + 8 bank holidays. The business does observe a Christmas shutdown period and a maximum of 4 days will be deducted from employees annual leave entitlement.**
- **On-site parking**
- **Life insurance *4 basic salary**
- **Pension**
- **Employee Assistance Programme**

To apply

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

HR at careers@trifast.com

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