



Role Profile

Position

Service Desk Analyst

Reporting to

IT Customer Service Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- Support in your continuous professional development.
- To be the front line of Magna IT Support.
- Passion, commitment and drive to do the right thing and continuously improve.
- A fast paced, adaptable and collaborative environment.
- Agile working based at home, travelling to Magna sites as required.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Answering calls, emails and requests arriving on the service desk.
- A good understanding of Windows laptops and Apple mobile devices.
- Working with and maintaining our hybrid email and Active Directory environments.
- Updating Microsoft Intune and enrolling devices.
- Creating extensions and maintaining numbers in the Mitel telephone system.

What you take care of

- 1st and 2nd line IT support to colleagues.
- Providing expert knowledge on the IT Service Desk, troubleshooting IT related problems and queries relating to software and hardware.
- Logging calls to the IT Service Desk system and taking ownership of colleague issues, following up and communicating with them.
- Updating the knowledge library with solutions
- Keeping the asset register up to date with changes of hardware and colleagues.

What you need to be successful

- Front line service desk experience.
- Analytical and troubleshooting skillset - able to logically work through issues to find resolution.
- Good Office 365 knowledge, especially Teams.
- Windows desktop and server knowledge and experience.
- Working with Microsoft Intune.
- AN understanding of Virtualisation.
- Experience with telephony systems, especially Mitel.
- To self-study and achieve Microsoft Exams and Certification.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

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Approved: V1/