

## Service Desk Analyst

Are you passionate about IT and problem-solving and are able to deliver excellent customer service?

We are looking for a new Service Desk Analyst to join our busy team.

Our new Service Desk Analyst will support the IT requirements for the Group.

Our IS Service Desk team are looking for a Service Desk Analyst to continue supporting the IT requirements for the group. The role will provide front-line primary technical support to users on various technical issues and problems relating to hardware, software and peripherals. You will also be responsible for responding to, documenting and resolving service desk tickets in a timely manner according to SLA. As our Service Desk Analyst you'll have excellent problem-solving skills in order to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate IT staff members.

### **As our Service Desk Analyst, you will:**

- Provide 1st line technical support to business customers, resolving issues and logging calls as necessary.
- Troubleshoot technical problems efficiently and effectively.
- Create and maintain detailed documentation, adhering to established processes and standards.
- Collaborate closely with the Service Desk team to handle escalations and facilitate knowledge transfer when needed.
- Ensure the delivery of high-quality and responsive service to all business customers.
- Maintain accurate records and logs of reported incidents and service requests.
- Build new PCs
- Install new software on PCs and Servers.

This Service Desk Analyst role would suit candidates with experience in, Microsoft, IT, support, SLAs, helpdesk, Active Directory, hardware, software, upgrades, 1st Line, and document control.

## Benefits

At the Frontline Group we offer great training, and a range of salary sacrifice flexible benefits which you can select based on your lifestyle; benefit options include private medical insurance, holiday purchase and a tech scheme to name a few.

On top of that we also offer:

- 25 days holiday plus bank holidays (pro rata)
- Coaching and mentoring available to all
- Informal hybrid working
- 2 paid days to volunteer for a registered charity
- Confidential Employee Assistance Programme

## Essential Skills

You'll be able to deliver:

- good general IT knowledge and 1<sup>st</sup> line analysis skills
- a strong customer-focus
- an excellent telephone manner and strong interpersonal skills
- PC literacy with a good working knowledge of Microsoft Office 365 packages
- enthusiasm and a willingness to learn
- a strong attention to detail with an articulate and methodical approach

Previous experience is not mandatory, but a genuine interest and enthusiasm for technology, such as building personal gaming PCs, will be considered a plus.

## About Company

The Frontline Group is made up of Frontline, Seymour, Gold Key Media and Routes to Retail. We're the UK's leading retail sales, marketing and distribution company working predominantly in the exciting and diverse areas of publishing and home entertainment.

Our key clients include publishers of iconic magazine brands such as Radio Times, Good Housekeeping, TV Choice, Heat, Top Gear, Grazia, Vogue, Slimming World, Cosmopolitan, Empire, National Geographic and 100's more. We also work with major film studios managing their DVD presence within the grocery retail channel and are growing our reach in categories such as books and music with further category expansions on the horizon.



As a Distributor we work closely with UK and International retailers, wholesale, International Distributors and other parts of the supply chain to ensure our client's sales, retail marketing and distribution objectives are met. Through our brand targeting and audience engagement agency Gold Key Media we develop sampling and marketing solutions, and we manage brand placement activities in the events, travel and hospitality sectors across the world.

The Frontline Group is owned by two of the world's leading publishing companies, Bauer Media and Immediate Media Company (Hubert Burda Media). This will provide opportunities to grow your career across a number of different businesses and functions including brand marketing, sales, analytics, insight, finance, IT services, supply chain and publishing. We strongly believe in developing our own people and have a great track record of supporting and coaching our colleagues, who have then gone on to grow their career within our business.

Our teams are made up of the most talented and widely respected people in our industry and are seen as the experts in their fields. At the Frontline Group we celebrate our differences and ensure everyone feels welcome, trusted and valued for being their authentic selves.

### Bring 'You' to the interview

Diversity and inclusion are at the heart of everything we do. We want to make sure that our selection processes are transparent and fair, providing a level playing field for anyone who wants to come and work with us. Therefore, if you require any adjustments to an interview process, please feel free to get in touch with [leena.samra@flgroup.co.uk](mailto:leena.samra@flgroup.co.uk) who will be happy to discuss your needs in complete confidence .

All our roles offer an informal hybrid working option, combining in-office and remote/home working.

Want to see what our People say about working for us? Head on over to our website <https://frontlinedistribution.co.uk/work-with-us/> to find out more.

If you feel you want to work in a dynamic and exciting environment please upload your CV along with a covering letter [here](#).

**The deadline for applications is 2<sup>nd</sup> Feb 2024.**