

# IT Service Centre Analyst



Ormskirk, West Lancashire.



Up to £30,000 p.a. depending on experience plus On Call Allowance & benefits.



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## WHO ARE WE?

The NSG Group is a global leader in glass manufacturing in three business areas: Architectural, Automotive and Creative Technology.

Our mission is to change our surroundings and improve our world. We work towards our Vision which is based on the strong belief in our long-held values: sincere and ethical culture, commitment to safety and technology and respect for people.

## THE ROLE

A vacancy has arisen within our Digital function for an IT Service Centre Analyst (2<sup>nd</sup> line support), reporting to the Regional Team Leader and based at Lathom.

The IT Service Centre service delivery team is responsible for resolving tickets via telephone calls, remote access, email and visits. The successful candidate will work in a function which currently supports nearly 1,000 users across the UK.

The main responsibilities of the role are as follows:

- Adhere to our H&S policies and follow the Key Safety Behaviours.
- Achieve service level targets and Key Performance Indicators.
- Record problems in the Service Centre online call logging system, along with troubleshooting, prioritisation, resolution and/or assignment of problems, progress chasing, maintaining incident records and reports.
- Maintain a professional service whilst dealing with all levels of staff and management in demanding circumstances in a busy environment.
- Liaise with Third Parties and ensure they are following standard processes.
- Ensure Standard Operating Procedures (SOP's) are created where necessary and knowledge shared amongst team members.
- Provide remote and on-site 2nd line support for Client PCs, Printers, Telephony, Servers and Network equipment.
- Assist in the D2D process, including the physical requirements of boxing and un-boxing equipment to ensure refresh targets are met and returns are managed appropriately.
- Carry out site visits where issues cannot be resolved remotely.



## WHAT ARE WE LOOKING FOR?

### You and your Skills

- Excellent customer service skills.
- Good communication, teamwork and interpersonal skills.
- Excellent troubleshooting and problem-solving skills in Microsoft Operating Systems (both client and server) and Office products.
- Experience of network and server troubleshooting and have general hardware knowledge.
- An understanding of Directory, Exchange, Networking, Client Refresh, TCP/IP, SQL, Backup, NSG and 3rd party applications, or project work would be preferable but not essential.
- The successful candidate will need to be flexible as they may be required to work unsociable hours and form part of an on-call rota. Additional payments will be made to reflect this requirement.

### Benefits

- 25 days holiday plus bank holidays.
- Hybrid working.
- Pension plan – a defined contribution scheme with up to 8% employer contribution.
- Staff flexible working hours scheme.
- Staff Bonus Scheme pays up to 10% of basic salary (not guaranteed).
- Free on-site car parking.
- On-site canteen.
- On site fitness activities and events.
- Cycle to Work Scheme.

We give everyone an equal opportunity to contribute to their full potential and harness the richness of ideas.

If you believe you can take on the challenge, we very much want to hear from you. To apply please click [here](#).