

<https://pulsehrm.com/job/service-desk-analyst/>

## Service Desk Analyst

### Description

The primary purpose of the Service Desk Analyst is to handle client inquiries and resolve the client issues in a timely manner while providing outstanding customer service

### Responsibilities

- Serve as the initial contact for reporting technical issues, and answering questions regarding upgrades, installations, and other software/hardware/network issues.
- Effectively communicate with requesters in a clear, positive, and professional manner (in accordance with Intelliteach script, spelling, grammatical, and related guidelines);
- Accurately diagnose client technical issues; gather the necessary information; and perform standard, preliminary research using all relevant available resources
- Effectively implement the steps found in available resources by following the instructions and using a variety of remote access, user admin, and related tools
- Clearly and thoroughly document requests for assistance in our ticket management system, and track incidents through to resolution/escalation (per client guidelines)
- Escalate unresolved issues to the appropriate channels
- Identify potential outages and other problems (via information gathering, ticket trends, etc.) and communicate the information to Team Leads in a timely manner

### Qualifications

Bachelor's degree

### Hiring organization

### Employment Type

Full-time

### Job Location

Porvorim, Goa, Goa

### Date posted

January 17, 2025

### Valid through

17.02.2025