



JOB DESCRIPTION

JOB TITLE:	IT Service Desk Analyst
LOCATION:	Centris QC (onsite)
WORK HOURS:	Rotational Shift
Responsibilities	<ul style="list-style-type: none">• To provide 1st & 2nd line technical support; answering support queries via phone, email, Chat and Web• To maintain a high degree of customer service for all support queries and adhere to all service management principles.• To take ownership of user problems and be proactive when dealing with user issues.• Identifying the issue and categorizing / prioritizing the incident• Referring KB for workaround / resolution and attempting resolution• Strong interpersonal skills are a prerequisite.• Ability to work effectively in a dispersed team and individually.• Routing / Chasing of tickets with other resolver groups• Recording trend of calls and identifying outages proactively• Callbacks for customer not reachable cases & customer request• Identifying the trend of calls / tickets and highlighting it to SDM as applicable for outage confirmation• Creating child tickets and tagging them with problem ticket• Callback the user and confirm resolution (where ever applicable)• Conduct Audits and Mentor L1 Team Members• Recording/Updating the outage / bulletin message in Remedy / ACD based on the status update received by the resolver groups• Being compliant to all process and procedures
Qualifications and Requirements	<ul style="list-style-type: none">• Completed at least 2 years in college (finished and passed at least 72 college units)• Experience in similar role may be required in specific programs with varying years of experience.• At least 6 months of IT Service Desk voice/bpo/international account experience is a PLUS.• Must have working knowhow on Active Directory, VPN, Citrix and ServiceNow.• With good English communication skills.