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**B&M Waste Services**

ROLE PROFILE: IT Support Analyst

**Main office:** Bromborough, Wirral

**Working hours:** 8.30 – 17.00, Mon to Fri

**Department:** IT

**Reporting line:** TBC

**About**

B&M Waste Services is a customer centric, forward-thinking waste and recycling solutions provider with depots located all over the UK.

Our award-winning business is seeking a talented, hardworking, and ambitious IT support analyst to grow our IT function.

**The Role**

This is a support position that requires strong communication and customer service skills, as well as excellent technical knowledge. The Support Analyst provides a customer interface for the IT Service Delivery team through the day-to-day operation and management of B&M Wastes’ IT Service Desk. The Support Analyst's principal duty is the support of B&M Waste staff in the use of their computers and associated software.

**Key Responsibilities:**

Providing customer centred IT support, adhering to service level agreements to provide call handling, ticket and incident management, escalation and 1st line investigation and resolution in line with ITIL standards

* First point of contact for all support of hardware and software problems
* Logging of incidents, requests, and problems
* End to end resolution of desktop support problems
* Working with people at all levels of the business to proactively ensure productivity and that issues are quickly and professionally resolved
* Monitoring open service desk tickets, ensuring resolutions and appropriate updates are carried out
* Initial response and diagnosis of hardware and software issues
* Ensure logging, tracking, and updating of ITSM via ITIL based processes
* Preparation of documentation, and gathering of information to knowledge share with team
* Suggest and develop ideas for improving service quality and customer satisfaction
* On site and remote support to other sites within the group (will require travelling)

**The ideal candidate will be:**

* Minimum 2 years’ experience in a similar role, with a proven track record of 1st/2nd line support
* Proven experience of working with Tier 1 Microsoft applications (M365) Essential
* Proven Experience of ITSM tools Essential
* Experience with ManageEngine ServiceDesk Plus highly desirable
* Knowledge of the operational and support aspects of computer systems, hardware, software and peripheral equipment including but not limited to: Active Directory, M365 application suite, Windows 10, Intune, Azure, SharePoint, Microsoft Defender, Cloud Computing, Cloud based telephony systems
* Basic network experience essential
* Must have a valid driver’s licence and own car

**Candidate Profile:**

* Be a team player
* Able to work on own initiative
* Be able to empathise with business stakeholders
* Remain calm in times of pressure

**Company Info**

* The Health, Safety and Wellbeing of our employees is very important to us.
* It is your responsibility to take reasonable care of your own and other people’s Health and Safety and must cooperate with us on Health and Safety matters.
* You will always represent the company in a professional capacity.

To apply, please send your CV and cover letter to itjobs@bandmwaste.com