

IT Service Desk Analyst

Reporting to the IT Service & Operations Manager, the IT Service Desk Analyst for Monument Group is a key role in ensuring the ongoing delivery of IT Services across the Group.

RESPONSIBILITIES

- Managing & resolving Service Requests and Incidents ensuring timely efficient delivery of quality IT service to the business;
- Operate periodic IT controls and provide evidence for reporting to the Risk and Controls Committee;
- Deskside user support;
- End user computing asset management, including procurement and build of new laptops and ensuring asset inventory is maintained and accurate;
- Contribute to IT service improvement planning;
- Support the IT Service and Operations Manager in the Governance and oversight of all outsourced IT services activities including service reviews and assurance activities;
- Support identification of IT related risk and contribute to risk reporting; and
- Provide support to other departments and ensure the IT function acts in the best interest of the Monument group, mindful of the group's good standing and reputation.

ROLE REQUIREMENTS

- Demonstrating 5+ years IT Service Desk experience, preferably in financial services;
- Understanding of ITIL methodology and it's practical implementation, preferably ITIL certified;
- Strong experience and knowledge administering Active Directory, Office 365, Microsoft Azure AD & Intune;
- Proven track record troubleshooting Microsoft Office and business applications issues;
- Industry certifications desirable e.g. Microsoft, CompTIA A+;
- Flexible working hours, supporting staff in offices in variety of Group locations, including Bermuda;
- Ability to interact with technical and non-technical audiences at all levels, within and across organisational boundaries;
- Strong verbal and written communication skills and the ability to prioritise work efficiently and effectively; and
- This role would suit a person who is a dynamic team player, who is energetic and passionate with a positive attitude and excellent analytical skills.