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IT Service Desk Analyst

The Role:

The IT Service Desk Analyst is required to be the principal point of contact for Barhale and Joint Venture IT users, answering the IT Service Desk telephone, logging calls on the Incident Management system, and providing first line IT support to the users. They are also to evaluate each problem and escalate incidents to second and third line engineers where appropriate.

Key Responsibilities:

Incident management and request fulfillment

- Answer the telephone and monitor the Service Desk inbox
- Take ownership of first line support calls
- Gather all relevant data and log incidents onto the Service Desk Management Database with the relevant priority and correct categorisation
- Resolve issues, if possible, or escalate to a Senior Engineer
- Monitor progress of calls and keep user updated with progress
- Ensure timely resolution

Request Fulfilment

- Answer the telephone and monitor the Service Desk inbox;
- Gather all relevant data and log incidents onto the Service Desk Management Database with the relevant priority;
- Resolve if possible or escalate to a senior engineer;
- Monitor progress of calls to ensure timely resolution.

Assist with asset management

- Take receipt of IT stock
- Record all asset movements on the asset management database
- Arrange delivery of IT equipment

First-Line Call Resolution

- Take ownership of first line support calls;
- Keep the end user is updated with progress;
- Ensure timely resolution

Key measures & targets:

- Categorise and Log calls within 1 hour of receipt
- Resolve calls within SLAs
- Work towards 99.99% uptime of IT Services

Key relationships:

- IT Manager and Team
- End users
- Vendors

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Barhale

Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

Windows 7/8.1 and 10 experience
Microsoft desktop applications – Word, Excel and Powerpoint etc.
Microsoft Certified Professional in one of the operating systems
Desktop/laptop hardware troubleshooting
Knowledge of network protocols - TCP/IP, DNS and DHCP
Basic Active Directory and Exchange Server administration
Excellent communication skills
Strong telephone manner
Logical approach to problem solving
Willingness to learn new skills
Ability to work in a team

Desirable

IT qualification

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About Barhale:

Barhale is one of the largest privately owned infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 600 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

Our business activity is carried out for the following principal sectors:

Water: Civil Engineering, Tunnelling, Pipelines and Utilities

Transport: Rail, Aviation, Waterways, Highways and Bridges

Energy: Power Generation, Power Transmission and Distribution, Waste

Developer Services: Civil Engineering across private sector developers UK wide

Specialist Businesses: Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to careers@barhale.co.uk.

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We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.