

IT Service Desk Analyst

We are currently looking for an IT Service Desk Analysts to join the team in Darlington on a permanent basis.

The role will involve offering IT support internally and externally across the business; providing technical support to end-users who need assistance with their computer hardware or software.

The successful candidate will have exceptional customer service and communication skills and experience of dealing with high call volumes. You will have experience of working as part of an IT helpdesk where you have reset passwords, conducted basic troubleshooting, carried out information gathering and worked with office 365. ITIL accredited would be advantageous but not essential.

What we can offer you

A competitive salary of up to £22,000 (dependent on experience), 26 days holiday plus 8 days bank holiday, defined pensions benefits scheme, medical cash plan cover and up to 5% discretionary bonus scheme.

Next steps

To apply for the role we require you to submit a copy of your CV to Internal.Recruitment@rpm.co.uk by Wednesday 28th October 2020.