



Service Desk Analyst

Wroclaw, Lower Silesia, Poland

We invent the new to help the world move forward. Combining powerful analytics and deeper insights with bigger ideas and innovative solutions, we free up our clients' potential, thereby fulfilling our own. Take it seriously. Make it fun. Know it matters.

MAXIMIZE your opportunity

You will be responsible for delivering high quality service that improves the overall colleague experience. You will provide support of IT-related incidents and requests, ensuring agreed Service Levels are met, colleague expectations are managed and key targets are achieved. You will also contribute to the continual improvement of service delivery across all channels of colleague communication.

What will your essential responsibilities include?

- Provide first line IT support for all XL Catlin colleagues across a range of technologies, including desktop applications, printing/scanning, telephony, mobile devices, audio and video conferencing, business applications, etc.
- Contribute to and promote a culture of outstanding service while delivering an excellent colleague experience across all areas of IT engagement
- Act as a point of contact for colleague issues through phone, chat, email and portal, providing exceptional service in all colleague interactions
- Perform assessment, triage, research and resolution of basic incidents and requests
- Engage other Service Desk resources or appropriate second- and third-level service resources to resolve incidents beyond scope of ability or responsibility
- Ensure incidents and requests are accurately logged, assigned, tracked and responded to in a timely manner, in line with agreed SLA's; provision of timely communications and maintenance of ownership until closure
- Take ownership of colleague issues and follow up on the status of issues on behalf of the colleague, communicating progress in a timely manner
- Communicate with the Colleague Care team where necessary to ensure that escalated issues have proper attention and visibility
- Create a positive colleague support experience and build strong colleague relationships through listening intently to understand the problem, ensuring timely resolution or escalation, communicating promptly on progress, and handling colleagues with a consummately professional attitude
- Update knowledge management system as necessary
- Identify service improvement opportunities to key service management stakeholders
- Work with Incident and Problem management teams on individual proactive and reactive issues as necessary



- Grow general knowledge of IT and business systems , increasing ability to resolve issues on first contact

You will report to Service Desk Team Leader

UNLEASH your potential

We're looking for someone who has these abilities and skills:

- Proven experience in a Help Desk/Service Desk or Customer Service role
- Outstanding customer service skills and a "customer first" mentality are a must
- Basic understanding of IT principles and most commonly supported systems
- Basic technical knowledge and working experience with Microsoft products including email, Client, Server, Network and Telephony technologies, Mobile Computing, Directory Services, and overall understanding of infrastructure, desktop, and applications technologies
- Fluency in English is a must
- Excellent verbal and written communication skills and telephone manner
- Ability to build strong relationships with key stakeholders across the organization
- Ability to think logically to analyze, troubleshoot and resolve complex issues
- Must be professional, courteous and enjoy working with people; critical thinking, creativity, and independent judgment are expected.
- Strong interpersonal skills and the ability to work within a team
- Ability to work in a fast paced, high pressure work environment
- Strong ability to multi-task and work on tasks and projects while being interrupted by colleagues requesting support; ability to constantly re-prioritize tasks is a must
- Bachelor's degree or relevant experience required
- ITIL Foundations Certification a plus
- Willingness to work on shift working pattern (two shifts covering 8am-9pm Monday-Friday) and weekend basis

If you are interested, please send your application to following email: marciniak.anna@contractor.xlcatlin.com

DISCOVER your future

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