

## ▶ VACANCY – SERVICE DESK ANALYST



The Shipowners' Club is a mutual insurance association based in the City of London. We offer Protection & Indemnity (P&I), Legal Costs Cover and associated insurances to smaller and specialist vessel owners, operators and charterers around the world. Building on over 160 years of experience, the Shipowners' Club provides tailor-made insurance packages for each operator according to their particular need.

We are now seeking a friendly, hardworking and service orientated individual with excellent communication skills to come and join us as a Service Desk Analyst in our exciting IT department. We are looking for candidates that are happy to work in a support role providing efficient and timely assistance to staff in our London, Luxembourg and Greece offices. This role is an ideal opportunity for somebody starting a career in IT to learn general support and service management skills, or someone in the early stages of their career looking to continue to grow and expand their knowledge. You will have the opportunity to work with the latest technology and learn new skills from an experienced team.

We also have a hybrid working model (minimum 3 days in the office).

If interested in this role, please send us your **CV and covering letter** outlining why you would be suitable for this position and your salary requirements to [recruitment@shipownersclub.com](mailto:recruitment@shipownersclub.com)

*We recognise the business benefits of having a diverse and inclusive community. We all have something unique to bring to the table and by embracing those differences we seek to build and maintain an environment which attracts and values diversity and where everyone can develop their talents and be themselves. For us, diversity and inclusion goes above and beyond focusing on protected characteristics – we want all our colleagues to bring 100% of themselves to work. With a happy and engaged workforce we all strive to work together to be the best that we can be for the mutual benefit of ourselves and our Members.*

### **Overall responsibility of the Role:**

Responsible for handling a variety of service activities and will be the single point of contact for all IT users on a daily basis. To handle Incidents (for off-the-shelf applications and bespoke insurance software) with the aim of restoring normal service operation, and Service Requests, within agreed SLA's.

### **Role Responsibilities:**

- To Log and review all relevant incident/service request details, allocating appropriate categorisation and prioritisation codes.
- Providing first-line analysis, investigation, and diagnosis.
- Resolving incidents/service request on initial contact whenever possible.
- Ensure user problems are solved or escalated to appropriate Engineer, keeping customers informed of progress at all times.
- Retain ownership of incidents/service requests throughout the lifecycle and ensure these are resolved/actioned within agreed SLA's.
- Work closely with the other members of the Support team & provide cover for colleagues as required.

- Adhere to escalation procedures & call management processes.
- To set-up, configure and manage hardware such as laptops and mobile devices.

**Experience Required:**

- Knowledge of Microsoft software and operating systems, including Office 365 and Windows 10/11
- Experience of a broad range of IT hardware
- Comfortable using support technologies such as Active Directory, ZenDesk, Mimecast, Teams
- Understanding of documenting fixes and creating knowledgebase articles

**Desirable:**

- Prior experience working in an IT service-related role
- Knowledge of insurance or experience in a Financial Services environment
- CompTIA A+ qualification or equivalent
- Experience of ITIL
- Experience with HaloITSM

**Candidates must be eligible to work in the UK.**

*Due to the large numbers of responses we receive, it is not possible to respond to every application. Therefore only short-listed candidates will be contacted for this particular role and if you haven't heard from us within 3 weeks please assume you have been unsuccessful on this occasion.*

**No Recruitment Agencies please.**