



SERVICE DESK SECOND LINE ANALYST

| THE ROLE

- 2nd line IT support (helpdesk and desk-side)
- User administration within the following environments:
 - Active Directory Domain Services
 - Exchange
 - Citrix
 - Wintel
- Provide solutions to incidents, requests and problems
- Create, manage and evolve policies, processes and procedures
- Create, manage and transfer knowledge
- Provide day to day maintenance of applications/services
- Security considerations in all aspect of support
- Provide exceptional service support and customer service to the business, via deskside support, email and telephone including remote offices

| ABOUT US

Chaucer is a leading specialty insurance group providing clients with proven smart risk solutions for underwriting and claims. Our enterprising and trusted experts offer market-leading cross class capabilities, empowered decision-making and a tailored approach.

With our headquarters in London, and our international hubs for Europe, MENA, Latin America and Asia, we protect clients in over 200 countries and territories worldwide. We offer clients the flexibility of both Lloyd's and, through Chaucer Dublin, the company markets.

| MAIN RESPONSIBILITIES

- Prioritise and manage workload effectively, managing several open incidents to SLA including problems and mini projects
- Establish and maintain excellent working relationships with the business and 3rd parties ensuring the following key support principles are demonstrated
- Ensure service delivered will display high level of engagement and support orientation
- Strive to provide a proactive level of service
- Provide value add in recognising the importance of building, developing and extending relationship across the team and the wider business
- Trend analysis and problem management
- Systems & performance monitoring
- Ensure appropriate standards and procedures are adhered to
- Work with a variety of business and technical teams to enhance service
- Maintain and support existing applications and infrastructure
- Support users on both hardware and software applications
- Desktop\laptop builds and desk deployments

| OUR REQUIREMENTS

| RELEVANT EXPERIENCE

Essential

- Proven experience working within IT service delivery
- High level of customer experience

Desirable

- Minimum of 3 years specialising in supporting windows and Citrix platforms, desktop and infrastructure; as well as all the expected qualities of an experienced support \ helpdesk engineer

| TECHNICAL SKILLS

Essential

- Windows active directory user and computer administration
- Windows 7/10 support/administration
- Windows server 2008/2012/2016 server monitoring and support
- Exchange 2010/2016 mailbox administration
- Telephony User Admin
- General network administration and troubleshooting, TCP/IP and WAN/ LAN /WI-FI
- Experience in day to day monitoring and maintenance of core infrastructure application products including but not limited to:-
 - Active Directory Domain Services
 - Citrix
 - System Centre
 - Backup software
 - Vmware
 - Anti virus
 - Solarwinds
 - Asset management
 - Hardware support

| EDUCATION AND QUALIFICATIONS

Essential

- Microsoft Certified
- ITIL Certified

Desirable

- CompTIA A+, Network + and Security +

| PERSONAL SKILLS

Essential

- Exceptional incident management skills, with the ability to identify root cause and apply solutions to resolve
- Good problem management skills, able to investigate trends, to apply a methodical approach to identify root cause and suggestions for solution
- The ability to transfer knowledge within a team
- Demonstrate excellent communication skills, written and verbal

To apply for this role, please send your CV to careers@chaucerplc.com