

Job Specification

Job Title	Helpdesk Analyst
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	Aberdeen
Salary/ Contract Rate	Competitive rates
Job Description Summary (experience, education, skills, environment)	Candidates will be responsible for working in a 1 st line support capacity and will be expected to problem solve or to escalate problems to 2 nd line support team. Candidates will be able to demonstrate the aptitude to work in a busy IT helpdesk environment and possess excellent communication skills.

Skills
(Essentials/Desirables)

Essentials

Desirables

Technical skills

Technical skills

Proven track record and experience in 1st line support along with a wide range of skills to include:

- Working knowledge of Windows 2000, 2003 & XP Professional Desktop;
- Microsoft Office Applications, MS Exchange 2000 and other common office applications (Adobe, MS Project etc);

Non technical skills

Non technical skills

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| <ul style="list-style-type: none"> • Excellent communication and interpersonal skills; • Excellent telephone manner and customer facing skills; • Experience working in a highly processed way; • Ability to work in isolation or as part of a team; • Active Directory experience essential. | <ul style="list-style-type: none"> • Knowledge of Oil & Gas industry; • ITIL Foundation qualification. |
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Experience

Candidates should have a level of technical support experience commensurate with the role. This will

(Industry/Hardware/Software)	typically be gained from at least one years post graduate hands-on experience.
Qualifications	Educated to HND level or above, in a computing or related discipline.
Miscellaneous	Candidates must be willing to work a variety of shifts.