

WE'RE ALWAYS ON THE LOOKOUT FOR AWESOME PEOPLE

If you think you have what it takes to be a Service Desk Analyst for 4Logic, we would love to hear from you! Drop us a line at careers@4logic.com.au along with your resume and cover letter and we will be in touch.

Service Desk Analyst

The role

A Service Desk Analyst position within 4Logic is a varied role which suits a challenge enthusiast who thrives in a fast-paced environment.

Our Service Desk Analysts play a crucial role supporting our clients as a member of our service team providing next-level support and customer service, which as a 4Logic customer they come to expect.

A Service Desk Analyst at 4Logic is the first point of call for our clients, they respond to requests and resolve first level issues. They provide this level of service to our customers and ensure they have the best possible experience through the process.

Our Systems Administrators possess the self-awareness to identify where their personal technical skills may fall short of customer requirements and either work with their peers or escalate to their senior technical in order to resolve the issue in a time efficient manner, keeping the customer informed in the process.

Responsibilities

The main responsibilities of a Service Desk Analyst at 4Logic is to:

- provide first level technical phone support
- set up workstations with computers and necessary peripheral devices (routers, printers etc)
- install and configure appropriate software and functions according to specifications
- provide orientation and guidance to users on how to operate new software and computer equipment
- ensure security and privacy of customer systems and information
- perform troubleshooting to diagnose and resolve problems
- maintain concise and up to date service tickets
- identify computer or network equipment shortages and report them to the account manager

Personal Requirements & Traits

A Service Desk Analyst at 4Logic will possess the following personal traits:

- a warm yet professional manner with a genuine customer outcome focus
- attention to detail
- a sense of humour
- outstanding interpersonal skills, enjoy building relationships and meeting new people
- ability to work in a team
- experience in Managed Services Provider (MSP) or similar time-based billing environment
- rigorous in managing daily priorities
- results driven work ethic
- proven documentation skills

Technical Requirements

4Logic prides itself on its high caliber of expertise, at all levels of its technical staff. To ensure this level is consistent across the company, relevant industry and vendor certification is required to ensure this level is maintained. A 4Logic Service Desk Analyst will possess one or more of the following certifications across one or more vendors or technologies:

Vendor / Institution	Certification Level	Disciplines	Example Certifications
Microsoft	Associate	Workstation, Networking, Office365	Microsoft 365 Certified: Modern Desktop Administrator Associate Microsoft 365 Certified: Security Administrator Associate Microsoft 365 Certified: Teams Administrator Associate
CompTIA	A+	General	220-901, 220-902
ITIL	Foundations	Service	ITIL Foundations