

## IT Service Desk Analyst

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Company: Internetwork Expert

Location: Karachi Division

Category: other-general

Inbox Business Technologies is seeking an IT Service Desk Analyst to join our team. The IT Service Desk Analyst will be responsible for providing technical support and troubleshooting assistance to our internal users. This is a great opportunity to work in a dynamic and fast-paced environment and contribute to the success of our organization. Responsibilities

Responsible for Project Management, working on different Projects with customer services team to enhance customer experience. Responsible for providing the visibility of Service Desk via KPIs reporting, effective resource utilization report, Monthly report of tickets to management. Responsible for reporting and dashboards by using JIRA for Customer Services Team. Management of Incident and its RCA (root cause analysis) for IT Tickets Collaborate with information Security for issues i.e., scanning, threat Incidents and Service Requests are managed effectively; ensuring information is captured for future reference and analysis, in line with ITIL 4 principles including ITSM processes. Responsible for forecasting, budgeting, and procurement of ICT end user equipment. Respond to incoming service desk inquiries and provide technical assistance to users via phone, email, and chat. Troubleshoot hardware and software issues and provide resolution or escalate to the appropriate team for further investigation. Assist with user account management, including password resets and access provisioning. Document all incidents and service requests in the ticketing system and ensure timely resolution. Collaborate with other IT teams to identify and resolve technical issues and improve overall system performance. Bachelor's degree in Computer Science or related field. Proven experience as an IT Service Desk Analyst or similar role. Strong knowledge of Windows and Mac operating systems. Experience Jira and user account management. Excellent

communication and customer service skills. Ability to troubleshoot and resolve technical issues in a timely manner. Basic understanding of networking concepts. Familiarity with ticketing systems is a plus. Salary PKR 75,000 + Benefits

#J-18808-Ljbffr

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