



Job Description

Job title: Service Desk Analyst

Department: IT

Jurisdiction: Cayman Islands

Purpose of the role

Contribute to the smooth running of the IT Service Desk Support team by providing IT service support across all jurisdictions, adhering to IT procedures and standards.

Key Responsibilities

- Provide Hardware and Software support both locally and remotely for all Ogier Jurisdictions and Escalating appropriately
- Be the first point of contact for all support or service calls on a daily or weekly basis
- Complete Daily Operations and manage all calls in accordance to the service desk process and procedures
- Provide support and set up for presentations, video conferencing and telephone conferencing both on and off site
- Ensure that the Global Technical Support Team Lead is notified of any on-going faults and training related support calls across all jurisdictions
- Liaise with the wider Support Team regarding outstanding calls and managing customer expectations
- Provide good customer service at all times striving to exceed client and business expectations
- Working independently out of normal office hours to provide support to employees working remotely and evenings and weekends.

Competencies

- A minimum of 2 years' experience in a similar role
- Experience in Microsoft office and Windows 10 based operating systems
- An excellent understanding of PCs as well as mobile devices is a pre-requisite and any server/network experience would be a distinct advantage
- Exposure to Citrix based Infrastructure would be beneficial
- Examples of previous IT projects undertaken or personal study on-going would also be a good support to the application
- Excellent personal skills – the role involves engaging with our Ogier business users across all Jurisdictions and in a range of roles within the organisation
- Commitment to on-going professional study and examinations is essential to succeed in the role
- Proven customer service track record
- Ability to work under pressure
- Experience supporting users in remote locations

Hours of work:

12.30pm- 9pm Monday – Thursday and on call on Weekends.

Job description (cont.)

Benefits:

20 days annual leave, fully paid premium health care plan and subsidized for dependants, statutory pension contributions, annual salary in the range of US\$45,000 - \$65,000 per annum.

Caymanians and legal residents only please.

Regulatory information can be found at ogier.com