



Helpdesk & Facilities Analyst

Poten & Partners

Poten & Partners is an international, employee-owned company providing consulting, commercial advisory and brokerage services to the energy and ocean transportation industries. Poten has more than 175 employees located in six countries around the globe.

Job Description: Helpdesk & Facilities Analyst

Poten is seeking a Helpdesk & Facilities Analyst to join our growing Central London office. Some responsibilities may include but are not limited to first-level diagnosis and troubleshooting support of end-users' and our customers' support requests. Working under minimal supervision, the analyst will receive calls and email inquiries, provide support through resolution, document incidents and solutions in the helpdesk ticketing system. The analyst will also escalate issues to infrastructure and application development as appropriate. Take lead in ordering desktop hardware perform the installation/configuration of the systems as well as IT onboarding of new employee and exiting of employees leaving the organization. The analyst will also act as the facilities coordinator for the London office, responsible for controlling the total maintenance of the facility, directing the work done by the landlord and other service providers.

Skills and Experience:

- At least 2+ years' experience in a similar helpdesk role.
- Experience managing the work of vendors and service providers.
- Windows 7/10 desktop administration.
- Active Directory administration experience, including user account management, permissions, security and distribution groups.
- A strong understanding of PC, phone/network equipment and server hardware.
- Ability to do light hardware maintenance (e.g. replace a hard drive, RAM).
- Desktop support experience encompassing every day break/fix, MS Office, Windows and software install, etc.

Desired Exposure:

- Microsoft Office 365 and Azure.
- SysAid or another helpdesk ticketing system.
- Facilities management.

Successful Behaviors:

- Strong interpersonal skills, gets along well with others.
- Strong analytical & problem-solving skills.
- A can-do attitude, willing to assist in multiple situations as needed in a small office setting.
- Able to multi-task, can manage and prioritize several projects to meet deadlines.
- Highly motivated self-starter, comfortable working in a fast-paced environment with desire to learn new technologies.
- Excellent written and verbal communication skills.

To Apply: Please send your CV and cover letter to info@poten.com with "Helpdesk & Facilities Analyst" in the subject line. Applications will be accepted until 6 July 2018.