

**ROLE PROFILE**

1st/2nd Line Service Desk Analyst - Cloud

Department: Westcoast Cloud Services

Reports to: Head of Cloud Services

Location: Theale

Hours of Work: Monday – Friday, 8.45am – 5.45pm   
Contract type: Permanent

**About Us**

Established in 1984, Westcoast Ltd is a privately held company that distributes leading IT brands such as HP, HPE, Microsoft, Lenovo, Apple and many others to a broad range of resellers, retailers and office product dealers in the UK and beyond.

Since then we’ve grown to become the number one UK distributor for many of our vendors and customers and the group employs more than 1,300 people across a number of locations in the UK, Ireland and Europe.

Thanks to the hard work and dedication of everybody at Westcoast the company is flourishing. Our revenues have seen a sharp increase in recent years reaching £2 billion in 2017.

We are consistently ranked in the Sunday Times Top Track of the 100 Largest Privately-owned UK Companies, and are now the largest privately-held business in the Thames Valley region, as well as the Thames Valley Chamber of Commerce Business of the Year 2018.

**The Job Role**

The Cloud Service desk is the first point of contact for all support requests from channel partners and Managed Services customers, including Office365 and Cloud products and services. The team provides incident break/fix and guidance on O365 products (i.e. Email, Office, Sharepoint, OneDrive).

**Job Purpose**

Service requests are raised and updated within the in-house Ticket system and updating the Knowledgebase.

Where necessary Service Requests will be escalated to Microsoft Support teams. The team is responsible for every step from diagnosis to resolution whilst ensuring that SLAs are met and affected users are informed of updates.

Westcoast offer a wide range of paid for services and third party products. Full training on these products and services is provided.

**Key Responsibilities**

* Providing telephone, email support for clients
* To assist with day to day escalations and investigate complex problems
* Remotely connect to client machines for diagnostic and information gathering
* Escalate support calls to appropriate teams
* Provisioning of products and services
* Ensuring regular feedback is provided to customers in line with procedures
* Deliver scheduled training to customers
* Provide assistance with project work
* Use of ticketing system for support incidents
* Documenting and managing of knowledgebase articles

**Key Skills**

* Good working experience of supporting windows users (Office 365, Office 2016, Exchange, SharePoint, OneDrive)
* Working experience of working in a similar helpdesk environment
* Knowledge of Active Directory, AAD, ADFS
* Knowledge of Microsoft CRM
* Awareness of Microsoft Azure
* Experience of supporting users on Office 365 and Microsoft Products
* Possess a willingness to learn and co-operate as part of a team
* Excellent telephone manner is required along with friendly customer service skills
* Attention to detail
* Passionate about customer satisfaction
* Able to prioritise and keep calm within high pressure situations
* A logical approach to problem solving coupled with common sense
* Good communication, literacy and organisational skills
* Punctuality and reliability
* Be prepared to work outside of working hours on an on-call basis
* Able to follow existing processes and assist in designing new ones
* Show initiative in finding improvements

It would be desirable for the successful candidate to hold the MCP/MCSA: Office 365 Solutions Associate (70-346 and 70-347) certification, but this is not essential.

**What we offer**

* Funding to complete MCP/MCSA certifications
* Full training and on-going Learning and Development support and excellent career progression
* Learning and Development opportunities with funded NVQ/Work based studies
* On-call bonus
* Employee referral bonus
* Eye care scheme
* Cycle to work scheme

**If you are interested in this position, please send your CV with a cover letter stating your salary requirements to** [**recruitment@westcoast.co.uk**](mailto:recruitment@westcoast.co.uk)

**NO AGENCIES PLEASE**