

SENIOR ICT OFFICER II - SERVICE DESK ANALYST

Applications are invited from interested and suitably qualified individuals for the position of **Senior ICT Officer II – Service Desk Analyst**, Providenciales.

Description

Responsible for providing advanced technical support and leadership within the ICT Service Desk. While ensuring the timely resolution of ICT incidents and service request, maintaining service quality standards, and contributing to the continuous improvement of IT services, ensuring alignment with ITIL and ISO/IEC 20000-1 standards. This role leverages the full suite of ManageEngine ServiceDesk Plus modules to manage incidents, requests, problems, changes, assets, and the service catalog. The analyst also oversees IT asset management, ICT vendor relationships, and manages projects related to service desk operations and IT service delivery. The role requires strong technical expertise in Active Directory, Office 365, Microsoft Intune, Microsoft Defender, and Microsoft Entra ID, acting as a key liaison between IT, business units, and external partners to drive service excellence, compliance, and operational efficiency.

Main Duties & Responsibilities

Technical Leadership & Support

- Lead provisioning, installation, configuration, operation, and maintenance of all systems hardware/software and related infrastructure (servers, OT, communications).
- Act as escalation point for Service Desk and Desktop Support; provide tier 2 and 3 support for technical requests and incidents across the Corporate networks.
- Diagnose root causes of incidents, implement permanent solutions, and minimize recurring issues.
- Optimize integration of subsystems and applications for maximum value and performance.
- Ensure compliance with service level targets, operational agreements, and contracts

Service Desk Operations & ITSM

- Oversee the end-to-end lifecycle of incidents, service requests, problems, and changes using ManageEngine ServiceDesk Plus.
- Ensure all service desk processes are aligned with ITIL best practices and ISO/IEC 20000-1 requirements.
- Monitor and report on SLAs, KPIs, and service quality metrics; drive continuous improvement initiatives.
- Coordinate major incident response and root cause analysis, ensuring timely resolution and communication.
- Manage and maintain the Service Catalog, Asset Management, and CMDB modules for accurate service delivery and reporting.
- Manage and provide guidance and oversight for outsourced helpdesk management services.

SENIOR ICT OFFICER II - SERVICE DESK ANALYST

Main Duties & Responsibilities Cont'd

Change and Release Management

- Coordinate change, release, and configuration management processes in service desk.
- Review for completeness and oversee changes and releases submitted to service desk to help minimize risk.
- Maintain comprehensive records of changes, releases, and configurations in the CMDB.
- Facilitate Change Advisory Board (CAB) meetings/reviews and ensure all changes are properly documented, tested, and approved.

Project Management

- Lead and manage projects related to service desk improvements, IT asset lifecycle, system upgrades, and process optimization.
- Develop project plans, define scope, set timelines, allocate resources, and manage budgets for service desk and ITSM initiatives.
- Coordinate cross-functional teams and stakeholders to ensure successful project delivery.
- Track project progress, manage risks, and provide regular status updates to management and stakeholders.
- Ensure all projects are delivered in alignment with organizational goals, ITIL, and ISO/IEC 20000-1 standards.

IT Asset Management

- Oversee the lifecycle management of IT assets, including procurement, deployment, inventory, maintenance, and disposal.
- Maintain accurate asset records in the Asset Management and CMDB modules.
- Conduct regular audits to ensure asset compliance, optimize asset utilization, and support budgeting and forecasting.
- Ensure alignment of asset management practices with organizational policies and regulatory requirements.

ICT Vendor Management

- Manage relationships with ICT vendors, including performance monitoring, and issue resolution.
- Coordinate with vendors for procurement, support, maintenance, and renewal of IT products and services.
- Evaluate vendor performance against SLAs and organizational requirements, escalating issues as needed.
- Maintain documentation of vendor agreements, contacts, and service histories.

Technical Expertise

- Administer and support **Active Directory** environments, including user and group management, GPOs, and authentication.
- **Windows Server** (basic administration and troubleshooting)
- Manage and support **Microsoft Intune** for device management, application deployment, and compliance policies.

SENIOR ICT OFFICER II - SERVICE DESK ANALYST

Main Duties & Responsibilities Cont'd

- Manage and support **Microsoft Teams, Slack** or similar platforms for team communication and incident collaboration.
- Administer **Microsoft Entra ID** (formerly Azure AD), including identity protection, conditional access, and integration with cloud services.
- **Microsoft 365** administration (Outlook, OneDrive, Teams, SharePoint)
- Administer and manage endpoint management suite tools like SCCM (System Center Configuration Manager)
- Understanding of **TCP/IP, DNS, DHCP, and VPNs**
- Ability to troubleshoot basic **LAN/WAN** and **Wi-Fi** issues
- Use and support of **antivirus/EDR** platforms (e.g. Defender for Endpoint)
- Familiarity with **PowerShell, Batch scripting, or Python** for automating routine tasks
- Troubleshoot and resolve complex technical issues related to directory services, endpoint management, and security.

Process Improvement & Compliance

- Lead process reviews and implement improvements to enhance service delivery and user experience.
- Support internal and external audits related to ITSM, asset management, and ISO/IEC 20000-1 compliance.
- Maintain up-to-date documentation, SOPs, and knowledge base articles.

Stakeholder Engagement & Leadership

- Serve as an escalation point for complex technical and process issues.
- Collaborate with IT teams, business units, and vendors to resolve issues and implement new services.
- Mentor and train junior analysts and service desk staff on ITSM tools, processes, and customer service standards.

Tool Administration & Reporting

- Configure and optimize ManageEngine ServiceDesk Plus modules, workflows, and automation.
- Generate and analyze reports and dashboards to identify trends, risks, and opportunities for improvement.
- Ensure data integrity and accuracy across all ITSM and asset management modules

Knowledge Base Management

- Develop, maintain, and continuously improve the IT knowledge base, ensuring documentation is accurate, up-to-date, and accessible.
- Promote knowledge sharing and self-service by creating clear, user-friendly articles for both end-users and IT staff.
- Analyze service desk trends to identify gaps in documentation and proactively address recurring issues through knowledge base updates.
- Train and encourage service desk staff to contribute to and utilize the knowledge base as part of daily operations.

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Main Duties & Responsibilities Cont'd

Other responsibilities that will be assigned from time to time

This Job Description indicates the general nature and level of work performed by the position holder. It is not designed to contain nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of individuals in this role.

Academic/ Technical/ Management Experience and Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or related field.
- 5+ years of experience in IT service desk or ITSM roles, with at least 2 years in a senior or lead capacity.
- Demonstrated experience in project management within IT service delivery.
- Strong hands-on experience with ManageEngine ServiceDesk Plus (all modules), including Asset Management or similar tool e.g. (Service Now, Jira Service Management, Zendesk).
- Technical expertise in Active Directory, Microsoft Intune, Microsoft Defender, and Microsoft Entra ID (Azure AD).
- ITIL Foundation certification a plus; intermediate or Expert level preferred.
- Familiarity with ISO/IEC 20000-1 standards and audit processes.
- CompTIA Security+ or equivalent
- Microsoft Certified: Modern Desktop Administrator Associate
- Experience in IT asset management and ICT vendor management.
- Experience with scripting or automation (e.g., PowerShell, Python).

Abilities, Skills, Experience, Aptitude & Judgement:

- Excellent communication, problem-solving, and stakeholder management skills.
 - Excellent analytical, troubleshooting, and communication skills.
 - Excellent team player and team building skills
 - Good analytical skills
 - Excellent written and oral communications skills
 - Ability to deliver to strict deadlines and to work under pressure
 - Ability to manage multiple priorities in a fast-paced environment.
 - Goal-oriented
 - Self-motivated
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- **Compensation is commensurate with experience and qualifications.**