

**Consultant] [Service Desk Analyst, IT Support] (ITO078307)**

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Company: Genpact

Location: Montreal

Category: management

Job Description - Consultant) (Service Desk Analyst, IT Support) (ITO078307)

Consultant) (Service Desk Analyst, IT Support)-ITO078307

With a startup spirit and 115,000 + curious and courageous minds, we have the expertise to go deep with the world's biggest brands—and we have fun doing it! We dream in digital, dare in reality, and reinvent the ways companies work to make an impact far bigger than just our bottom line. We're harnessing the power of technology and humanity to create meaningful transformation that moves us forward in our pursuit of a world that works better for people. Now, we're calling upon the thinkers and doers, those with a natural curiosity and a hunger to keep learning, keep growing. People who thrive on fearlessly experimenting, seizing opportunities, and pushing boundaries to turn our vision into reality. And as you help us create a better world, we will help you build your own intellectual firepower. Welcome to the relentless pursuit of better.

Inviting applications for the role of (Consultant) (Service Desk Analyst, IT Support)

Service Desk Analysts are IT professionals who provide technical help for users of an organization. Analysts respond to inquiries, and they evaluate and resolve issues relating to IT equipment and applications. They provide technical care for any aspect of the information systems unit, including system hardware, operating systems, applications, and networks. Generally, they should be troubleshooting bent of mind and with proper communication to the stakeholders. Support hours 24x7 with rotational shifts

Responsibilities

Service Desk Analysts must perform multiple functions effectively and simultaneously.

Duties of Service Desk Analysts may vary, but core responsibilities include the following:

- Manage Support Requests

A significant responsibility of Service Desk Analysts is to manage support requests that can come through a range of networks, such as email, chat, and telephone. They must document issue severity, and they must utilize standard procedures to resolve issues. Analysts must also maintain support tracking systems.

- Resolve Technical Issues

Service Desk Analysts must resolve technical issues. In some organizations, they resolve these issues remotely. For certain common problems, such as installation and configuration problems, they provide users technical documentation so that they can better understand their systems.

- Accelerate Complex Cases

Service Desk Analysts often must accelerate customer support requests to higher-level IT support specialists if they are unable to resolve a particular issue on their own. Analysts then provide specialists with details about the issue so that they can resolve it effectively.

- Manage Service Documentation

Service Desk Analysts must maintain comprehensive records of issues relating to both software and hardware.

Qualifications we seek in you!

#### Minimum Qualifications

- Bachelor's degree
- Basic understanding of IT infrastructure and Troubleshooting

#### Preferred Qualifications/ Skills

Service desk analysts neutralize direct customer issues by support with technical knowledge to fix software and hardware problems. Along with the below skills:

- Technical expertise – as they regularly play a direct role in fixing a client's problems, service technicians need excellent technical and system expertise.
- Problem-resolving abilities – service desk analysts are mainly problem-solvers, so they should be able to devise technical and original solutions to user problems.
- Communication – operational message is key in this role since service desk analysts required to collect data about issues, prepare comprehensive notes and reports, and walk users through the stages they can take to fix software and hardware problems.
- Time administration – service desk analysts require excellent time management aids and should

be able to set priorities when covering multiple issues.

- Team partnership – service desk analysts routinely work with other IT personnel to resolve user issues, so they need to collaborate with team members and coworkers.

Genpact is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, religion or belief, sex, age, national origin, citizenship status, marital status, military/veteran status, genetic information, sexual orientation, gender identity, physical or mental disability or any other characteristic protected by applicable laws. Genpact is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation. For more information, visit [www.genpact.com](http://www.genpact.com) . Follow us on Twitter, Facebook, LinkedIn, and YouTube.

Furthermore, please do note that Genpact does not charge fees to process job applications and applicants are not required to pay to participate in our hiring process in any other way. Examples of such scams include purchasing a 'starter kit,' paying to apply, or purchasing equipment or training.#J-18808-Ljbffr

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