**IT Service Desk Analyst**

**Salary: £25,000 to £30,000 per annum depending on experience**

**12-month fixed Term Contract. Full time - 35 hours per week**

**Location – Princes Risborough, Buckinghamshire, HP279LE**

*We’re Association for Project Management (APM). We’re a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo*

We have a fantastic opportunity at the Association for project Management (APM) for an IT service desk analyst to join our IT department. Reporting to the service delivery manager, you are the first point of contact for issues and service requests related to our IT infrastructure and technology and will also help to deliver improvements in those areas. This includes:

* ensuring that all issues and service requests submitted by users to the IT Help Desk are responded to, managed, and resolved to agreed service levels
* install and configure hardware and software for users as required and provide training to users on using hardware and software
* managing user account and required permissions
* maintain an up-to-date IT asset management register of all hardware and software
* document IT infrastructure and technology processes and procedures for the role as required
* escalate any urgent or critical IT and telephony issues to the Service Delivery Manager
* be involved with the delivery of local IT projects as required

**Qualifications**

* GCSE English and Math Grade A – C

**Experience**

* Two years’ experience in a similar role with experience
* A good understanding of server and networking technologies and IT best practice including ITIL methodologies

**Skills**

* Proficient user of Microsoft Office applications
* A logical and systematic approach to problem resolution across a broad spectrum of technologies

**Why APM?**

APM is chartered. We’re the only chartered organisation representing the project profession, anywhere in the world. We know that better project delivery is about achieving your desired outcome. We believe that doing so is about so much more than process alone. We’re champions of the new. There has never been a more important time for debate, so naturally we’re at the heart and helm of that too. In a complex and shifting world, we’re helping the project profession deliver better.

**If you are interested in this opportunity and feel you have the necessary attributes, skills, and expertise for the role, please send your CV and covering letter to e-mail:** **recruitment@apm.org.uk** **closing date 25th October 2021 @ 9am**

***Main benefits at APM:***

* 25 days holiday (excluding all public holidays). This increases with length of service – by one day after four years’ service, then another day every other year, to a max of 30 days per year).
* Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind’.
* Pension scheme offered in line with auto enrolment. APM can contribute up to 7% of your salary depending on your own contribution. APM will contribute a minimum 4% of your salary. The pension scheme is available as a salary sacrifice.
* There is a sick pay scheme which pays up to 30 days (pro-rated for part time employees) full pay for sickness absence in a rolling 12 months period, payable after probationary period.
* Life assurance at four times the salary.
* Salary sacrifice schemes – cycle to work scheme, additional annual leave (up to 10 days), and pension scheme.
* Free parking – this is not guaranteed.
* Employee Assistance Programme
* Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM’s overall financial performance
* One volunteering day per year