HSBC

IT Help Desk Analyst

IT Department
HSBC France, Athens Branch

Achieve your ambitions
If you're looking for a career that will unlock new opportunities, join HSBC and experience the possibilities. HSBC is one of the world's largest financial services organisations. Whether you are looking for a first job or taking the next step in your career, our global reach offers many ways for you to realise your ambitions.

Joining our team will provide you with a range of career opportunities locally and internationally; you can progress to management or specialise in different areas with roles that span from retail, commercial and investment banking to support functions such as finance, human resources, technology and marketing.

HSBC will provide you with tailored training and support to help you identify and follow your chosen career path, as well as access to a range of market-competitive benefits

Purpose of the role

The Help Desk Analyst job role is primarily responsible for joining a team that provides day to day support to ensure desktop Technology functionality is maintained to agreed service levels.
The role may assume responsibility for the measurement and improvement of the quality of service provided by the team, for the maintenance of knowledge information or the automation of reports to support the service desk. With support and supervision, the Help Desk Analyst undertakes analysis of first line incidents and requests and resolves these to the required standard and within the levels defined in the Service Agreement.

In this role you will need to

- Respond to telephone calls in the IT Helpdesk line within the Service Level Agreement timescale in a polite and efficient manner, communicating technical information clearly and ensuring all procedures are followed
- Monitor and respond to system generated tickets (SCCM, IPmonitor etc.) and ensure issues are dealt with asap
- Monitor Bank's Ticketing systems (GSD, RTC, GSR, TSR, JIRA, TPAM etc.) to acknowledge tickets, provide 1st level support and assign them to proper 2nd level teams
- Provide 2nd level support for ATM related issues and liaise with 3rd party support teams
- Raise tickets on behalf of users where needed
- Install and maintain Desktops, Laptops, Cisco telephone devices, Mobile phones etc., including manual patching, rebuilding and troubleshooting Windows (SCCM, SCOM etc.)
- Perform physical relocation of desktop and VC equipment both within buildings and across sites
- Provide IT technical support at external events outside the Bank

- Follow HSBC Incident and Problem Management procedures to record every incident and ensure timely tracking and resolution
- Follow HSBC Change Management procedures to record and approve all changes in production environments using HSBC tools (Proton, Unicorn, EIM, Cramer etc.)
- Work closely with support teams across the Group of HSBC (offsite teams)
- Report progress and escalate problems to management when needed
- Support and participate in disaster recovery setup & testing
- Liaise with 3rd party suppliers for Support & Contract queries and management
- Perform the Daily/Weekly/Monthly/Yearly run procedures on the production systems
- Adhere to compliance and operational risk controls in accordance with HSBC and regulatory standards, policies and practices; report control weaknesses and compliance breaches

To be considered for this role, you will also need

- Experience in a similar role is required.
- Degree in IT related field.
- Commitment in providing excellent quality work and building strong working relationships with internal clients
- Excellent interpersonal and communication skills and ability to interact and build relationships with internal and external stakeholders
- Dynamic and forward thinking
- Excellent oral and written communication skills in both Greek and English (Proficient)
- Attention to detail and the ability to think creatively to solve problems
- Work under pressure
- Self-motivated
- Ability to find logical solutions to problems
- In addition to the above, some experience / knowledge is required in:
  - Excellent computer skills, a proficient user of MS Office (Excel, Word, PowerPoint etc.).
  - Familiarization with the main user desktop applications (i.e. GSD, Service Now, My Solution Center, Jabber, webex, Sametime, VC facilities, Antivirus, DLP etc.)

You'll achieve more when you join HSBC

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working and opportunities to grow within an inclusive and diverse environment.

To submit your Curriculum Vitae
please visit www.hsbc.gr
in order to complete the Cv-online electronic form.
Job Code: IT HDA