



Company Details Confidential



#JOB-2433429



Three, the Green, Dublin Airport Cent, Dublin  
Airport, Swor, Co. Dublin, K67 X4X5



No of positions : 1



Paid Position



37.5 hours per week



34000.00 Euro Annually



16/02/2026



16/03/2026

## How to apply

### Application Method :

Not available



Open your camera  
app & point here  
to view this ad  
online



## Level 2 Service Desk Analyst

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

Receive and successfully resolve incidents and tickets, which have been escalated by 1st Line Support Analysts, within SLA.

Receive, scope and accurately log, then process each customer ticket and, following known and agreed processes, carry out fault diagnosis, call vetting and advanced technical support to provide ticket resolution.

For each customer ticket, verify the correct priority and SLA (and category where required) and ensure that the full detailed description of the issue is accurate.

Own all assigned tickets and ensure the customer or user is kept fully updated throughout its lifecycle.

Utilise and update available Knowledge Bases to maximise the speed of resolution and improve customer satisfaction.

Periodically review Knowledge Base articles, ensuring that all documents are the latest revision and all Analysts are aware of their existence, including all processes and known workarounds.

Where a ticket cannot be resolved at 2nd line, ensure that it is assigned to the correct resolution group, with clear, concise and detailed information recorded on the individual ticket, to enable swift call management and resolution within SLA.

Pro-actively monitor, review and chase outstanding tickets to ensure that they are responded to promptly, following defined operating procedures and within agreed contractual services levels.

Provide additional technical support and guidance as required for tickets that need in-depth investigation.

Ensure that all activities, including any chases or follow ups are added to call management toolsets or any relevant customer databases to enable continuous support from ESP's Global Service Desks.

Proactively carry out call management in a priority order, with the goal of reducing tickets that are in jeopardy of breaching contractual obligations as well as managing

customer expectations to reduce escalations in line with operating procedures where required.

Train, develop and provide on-the-job coaching to all members of ESPs Global Service Desks.

Maintain a high level of customer service always to provide an excellent customer experience.

Meet all Global Service Desk standards and agreed response times, ensuring that follow up information from telephone calls and emails is logged and added to the correct service ticket.

Ensure that all telephony and email service levels are met and undertake all 1st Line Support Analyst responsibilities if required.

- **Sector:** information and communication

### **Career Level**

- Experienced [Non-Managerial]