



Service Desk Analyst

Up to £33,170

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About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents. We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach. We currently have over 500 new homes under constructions across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Title:	Service Desk Analyst
Place of work:	Swansea Head Office, 220 High Street
Hours of work:	35hrs Monday to Friday
Salary:	up to £33,170

Our location

Operating across Swansea, Rhondda Cynon Taf, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

Job Summary

At Beacon Cymru, our Service Desk Analysts are the frontline of our IT support operations, playing a vital role in ensuring our colleagues across the organisation have seamless access to the technology and systems they need to deliver exceptional services. As part of the IT & Transformation team, you'll be joining a dynamic environment where innovation, collaboration, and continuous improvement are at the heart of everything we do.

This role is ideal for someone who thrives on solving problems, enjoys working with people, and is passionate about delivering high-quality technical support. You'll be responsible for handling a wide range of IT queries, incidents, and service requests, providing timely resolutions and contributing to the overall efficiency and reliability of our IT services.

We're looking for individuals who are not only technically capable but also customer-focused, proactive, and eager to grow within a forward-thinking organisation committed to making a difference in Wales.



At Beacon Cymru, we're committed to empowering our teams with reliable, responsive, and forward-thinking IT services. As a Service Desk Analyst, you'll be a key part of our IT & Transformation function, providing first-line technical support to colleagues across the organisation.

Due to the nature of the role being front line and customer focused, we will require the successful applicant to be office based, 5 days a week.

What You'll Be Doing

- Acting as the first point of contact for IT support via in person, phone, email and self-service portal.
- Logging, categorising, and prioritising incidents and requests.
- Troubleshooting hardware, software, and network issues.
- Escalating complex issues to second-line support teams when necessary.
- Supporting on-boarding and off-boarding processes, including account setup and equipment provisioning.
- Contributing to knowledge base articles and service improvement initiatives.

What We're Looking For

- A customer-focused mindset with strong communication skills.
- Experience in a service desk or IT support role (or relevant qualification in IT).
- Familiarity with Windows OS, Microsoft 365, Android, Apple iOS and basic networking concepts.
- Familiarity with managing user accounts, permissions and controlling access to resources.
- A knowledge of current PC / Laptop hardware.
- Ability to work independently and as part of a team.
- A proactive approach to learning and problem-solving.

Why Join Beacon Cymru?

At Beacon Cymru, we're more than just a workplace — we're a community. You'll be part of a team that values innovation, inclusion, and continuous improvement. We offer:

- A supportive and inclusive culture.
- Opportunities for professional development and career progression.
- Competitive salary and benefits.

This job description is not exhaustive and may change to meet organisational needs.

Person specification

Qualities	Essential / Desirable
Experience in supporting a Microsoft Windows environment (Windows / Active Directory etc)	Desirable
Understanding of networking technologies (inc, Wi-Fi, TCPIP, cabling)	Desirable
Knowledge of Mobile devices and OS (Android / iOS)	Desirable
Comprehensive knowledge of IT Hardware (Laptops, printers, tablets, phones)	Desirable
Knowledge of Microsoft 365, including applications and administration	Desirable
Knowledge of current Data Protection legislation and how to apply it	Desirable
Experience of using Remote support tools	Desirable
Knowledge of Cyber Security Tools and good practice	Desirable
Ability to work independently and collaboratively with others	Essential
Ability to handle multiple tasks or shifting priorities	Essential
An attention to detail around documentation and processes	Essential
An analytical approach thinking and resourcefulness when finding solutions	Essential
Willingness to support and contribute to team goals	Essential
To help people feel comfortable using IT and demonstrate empathy when supporting those with limited technical skills.	Essential
Flexible and open to change with the ability to handle multiple tasks or shifting priorities	Essential
Full and valid driving licence with access to a vehicle	Essential

Next steps

If this seems the job for you can apply online 24/7 right up until **27th October 2025**.

If you'd like to chat to us about the role before you apply, please contact Mark Elias on marke@coastalha.co.uk.

You can save your application progress through our online application system, so you don't need to do the entire thing in one go. We are not accepting CVs for this vacancy.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether you've been shortlisted.
- If you are, we'll invite you to come and meet us for an interview on either **5th or 6th of November**. Please ensure you are available for these dates prior to applying as we will not be able to offer alternative dates.
- If you're successful, we'll make you an offer.
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon!** There's a 6-month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.

Want to see the full range of benefits?
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