

Job Title: Service Desk Analyst

Job Type: Full-time / Hybrid (able to work UK/EMEA hours)

Location: Egypt

Department: IT

About Global Knowledge

Build a career where learning never stops. Global Knowledge is one of the largest independent IT and business education providers in the world, and we're looking for energetic professionals to join our award-winning team.

Global Knowledge builds the people, that organizations need for their next chapter — in IT, engineering, and business — and stands behind whether they can actually do the work. For 30 years, we've helped teams navigate every major technology shift, from client-server to cloud to AI, backed by a global network of 900+ real-world experts and delivery in 150+ locations worldwide.

We work where capability isn't optional — financial services, healthcare, federal and defense, telco — wherever organizations are investing in AI, cloud, and security, we build the people who put it to work. Join us to help write that next chapter.

The Opportunity:

Global Knowledge is hiring a high-caliber Service Desk Lead Analyst to own end-to-end support across end-user technology, collaboration tools, and core business systems.

This role is central to user experience and operational continuity, with clear expectations around urgency, technical depth, and full ownership from intake to closure.

This is also a continual-improvement role. The expectation is not only to resolve tickets, but to reduce repeat tickets, remove repeat fulfillment effort, and elevate service through automation, AI, and self-service.

What You Will Own

- Full lifecycle incident and request handling from triage through final resolution.
- Clear and timely end-user communication throughout the support lifecycle.
- Knowledge base quality and service desk process hygiene.
- Service quality metrics including response time, resolution quality, and user satisfaction.

- Support execution quality across M365, endpoint, access, and collaboration systems.
- Continual improvement backlog focused on preventing recurrence and reducing manual service effort.
- Self-service, automation, and AI uplift opportunities for recurring tickets and requests.

Key Responsibilities

- Identify and prioritize process transformation candidates using value, risk, and implementation feasibility.
- Reverse-engineer current-state workflows to expose bottlenecks, repeat failures, hidden decision points, and handoff waste.
- Design target-state AI-enabled process flows with clear control boundaries and ownership.
- Deliver production solutions using the right mix of code-based agents, automation, APIs, and workflow orchestration.
- Write and maintain production-grade code for orchestration, tool integration, guardrails, telemetry, and evaluation loops.
- Implement quality and governance controls for AI-assisted process execution, including evaluation criteria and escalation triggers.
- Implement engineering standards: version control, code review, testing, CI/CD, release controls, and rollback.
- Establish measurable success criteria before go-live and track post-release outcomes.
- Build reusable patterns so each transformation increases delivery speed for the next one.
- Partner with service desk, platform engineering, and business teams to operationalize and sustain changes.
- Drive recurrence elimination and self-service uplift across transformed processes.
- Document operational runbooks, support model, and known-failure handling for all live solutions.

What You'll Bring

Required Qualifications

- 6-10+ years in IT service desk, technical support, or end-user operations roles.

- Strong troubleshooting skills across endpoint, identity/access, and collaboration tools.
- Experience with ITSM ticketing systems and support process discipline.
- Strong written and verbal communication skills.
- Ability to stay calm and effective in high-urgency support situations.
- Demonstrated track record of owning complex support cases to closure.
- Demonstrated track record of leading service desk improvement initiatives that reduced recurrence and raised service quality.

Preferred Qualifications

- Experience supporting Microsoft 365 and Intune-managed environments.
- Exposure to structured incident, problem, and change processes.
- Experience in distributed teams supporting UK/EMEA users.
- Experience implementing self-service, automation, or AI-assisted support improvements.

What We Offer

- Competitive compensation and comprehensive benefits package.
- Professional growth and development opportunities.

Our Hiring Process

In collaboration with our recruitment team, AI tools may be used to help assess applications, though they never replace human judgement. Our process: recruiter screen, technical interview where applicable, leader interview, team interview, and an offer pending successful reference and background checks.

How to Apply

To apply, please email your CV to **careers@globalknowledge.com** with the job title in the subject line. Please note that only candidates selected for an interview will be contacted.

Equal Opportunity Statement

Global Knowledge is committed to building a diverse and inclusive team. We welcome applications from all qualified candidates regardless of race, gender, age, religion, disability, sexual orientation, or any other protected characteristic. We encourage you to apply even if you don't meet every qualification listed.

Privacy Notice

Any personal information you provide during the recruitment process will be processed in accordance with applicable data protection legislation and our Privacy Notice [Legal Terms of Service | Global Knowledge](#).