



ROLE PROFILE

Role Title:	Technical Service Analyst
Department:	ICT
Role Purpose:	<p>Reporting to the Technical Services Team Leader, this role is responsible for ensuring all requests and incidents received are dealt with in a timely and professional manner.</p> <p>Adhering to Incident, problem, request for service and change management processes. Using the Service Management toolset to achieve Service Level targets.</p> <p>This is a key interface role between IT and the business and responsible for delivering support for hardware, software and business applications.</p> <p>Implementation of continual service improvement plans and project tasks to achieve desired business outcomes.</p>
Reporting to:	Technical Services Team Leader
Responsible for:	Second line support for IT services
Disclosure level:	None
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>To ensure all incident, requests for service etc. are managed in a timely and appropriate manner following relevant processes.</p> <p>To manage workloads through service management toolset.</p> <p>To provide hardware support for all devices.</p> <p>To ensure full understanding of the issue including impact to customers.</p> <p>To gather logs, configuration details and attempt to reproduce the reported issues.</p> <p>To research the issue in the knowledge base, documentation and with team members as needed.</p> <p>To recommend solutions to customers and follow through to resolution or escalate in a timely manner if no resolution can be found.</p> <p>To prioritise workload based on severity and impact to customer and demonstrate a sense of urgency when handling tickets.</p> <p>To document all interactions and details on the service management tool including a detailed description of the issue and any resolutions.</p>
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	<p>To participate in knowledge sharing via involvement in technical discussions and knowledge base documentation.</p> <p>To proactively identify and resolve potential problems in an effort to prevent them from occurring and improve the overall customer experience.</p> <p>To carry out audits where required.</p> <p>Participates in system and user acceptance testing efforts.</p> <p>To maintain and update records on assets.</p> <p>To liaise with suppliers and contractors to discuss and evaluate potential solutions to incidents and problems.</p> <p>To order and manage stock of equipment following company procedures.</p> <p>To perform operational tasks on applications.</p> <p>To create and maintain support information.</p> <p>To provide user administration across active directory, MS exchange and applications.</p> <p>To create, implement and document disaster recovery requirements and assist with testing where requested.</p> <p>To provide second line support across applications.</p> <p>To administer applications including access, housekeeping and monitoring.</p> <p>To ensure change management processes are adhered to.</p> <p>To perform other duties and projects as assigned.</p>
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<p>Education, Qualifications and Training</p>	<p>ITIL Service Management Foundation Certificate or equivalent. Microsoft certification or equivalent work related experience within a technical support role.</p>
<p>Knowledge and Experience</p>	<p>Strong customer service experience. Significant experience of diagnosing and rectification of faults. Significant experience of maintaining and updating records and databases. Experience of gathering logs, configuration details and attempting to reproduce issues. Experience of prioritising workload based on impact and urgency. Significant experience in a second line support role. Good knowledge of hardware, software and mobile technologies. Good knowledge of support and administering applications. Ability/experience to break down an incident into technology and service components to methodically work to plan and deliver back restored service. Demonstrable knowledge of using service management toolsets. Demonstrable knowledge working with service level targets. Demonstrable knowledge of liaising with supplier and contractors.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Capacity to keep abreast of and to adapt quickly to new technology and tools both for internal I.T use and for identifying potential applications in user environments. Problem solving skills and ability to work under pressure and maintain customer service ethic. Excellent documentation skills. Good communication skills including written and oral. Able to work co-operatively and productively with customers, other teams, functions and suppliers earning their respect and confidence. Customer focused - always assessing the impact and urgency for customers as the first priority. Able to develop the skills and competencies of others. Understanding of and commitment to the principles of equality and diversity.</p>