

ROLE PROFILE

Role Title:	Apprentice Service Desk Analyst
Department:	Finance & Resources - IT
Role Purpose:	<p>Working as part of the Service Desk Team, provide first and second line support covering colleague equipment and business systems:</p> <ul style="list-style-type: none"> • Log, update, progress and resolve service requests from colleagues and contractors meeting or exceeding defined SLA's and KPI's. • Keep documentation up to date, recording resolutions to common problems and sharing with your peers. • Order, configure and ship equipment to colleagues, keeping asset registers up to date. • Contribute to the service improvement plan.
Reporting to:	Senior Service Desk Analyst
Responsible for:	n/a
Disclosure level:	n/a
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Provide excellent customer service during all customer contact.</p> <p>Accurately record & classify all incoming service requests & incidents.</p> <p>Undertake initial, thorough diagnoses of 1st and 2nd line issues, resolving as many as possible within 1 hour.</p> <p>Escalate issues when necessary to 3rd line teams/3rd parties with full details of actions taken.</p> <p>Provide clear communication of issues, progress & outcomes.</p> <p>Work with the wider IT team to provide resolutions to service tickets outside of area of expertise.</p> <p>Monitor, periodically review & when possible progress issues in other queues & other statuses.</p> <p>Ensure customer's expectations are exceeded by means of excellent customer service skills and that customers satisfaction feedback is at least 95% very satisfied.</p> <p>Carry out administrative tasks to maintain integrity of central systems such as AD and asset registers.</p> <p>Ensure IT policies and procedures are effectively applied in all your work.</p>
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	<p>Proactively flag issues where no KB solution exists and actively write & add articles to the KB.</p> <p>Continually review and look at ways to improve the service management software by adding new quick tickets, additional categories plus keeping the software element in the CMDB database monitored and updated.</p> <p>Proactively get involved in introducing new ways to reach out to our customers to improve their knowledge and effectiveness, take part in road shows/inductions and other methods where we can enhance our customers IT understanding.</p> <p>Liaise with 3rd party suppliers to raise requests for support, keeping an accurate log of all records so that we can ensure our suppliers are delivering what we need.</p> <p>Provision of support outside normal office hours in the event of an IT incident or special event.</p> <p>Produce management information and reports as required.</p> <p>Manage time to ensure that:</p> <ul style="list-style-type: none"> a. Issues are dealt with within the agreed SLA b. Service Desk telephones are covered at all times <p>Configure IT equipment for end users, shipping to remote destinations where required.</p> <p>Provide training to business colleagues where required, allowing them to be more productive in their roles and to prevent re-occurring service requests.</p>
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<p>Education, Qualifications and Training</p>	<p>IT related qualification at Level 2 or equivalent</p> <p>GCSE or equivalent Maths and English qualification at Grade C or above</p>
<p>Knowledge and Experience</p>	<p>Understanding and experience of supporting Microsoft Products.</p> <p>Understanding of using service management tools</p> <p>An understanding of the social housing, care and support sectors</p> <p>Knowledge of IT hardware and software including line of business applications, desktop applications, telephony and networks</p> <p>A basic understanding of all other core application solutions is also required.</p>

<p>Role Specific Skills & Behaviours</p>	<p>Exceptional customer service and communication skills.</p> <p>Problem solving skills and ability to work under pressure and maintain customer focus.</p> <p>A commitment to Customer Service Excellence and the on-going development of effective customer relations.</p> <p>Customer focused – always assessing the impact and benefits for customers as the priority.</p> <p>Ambitious, eager to learn and constantly develop new skills.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>
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