ROLE PROFILE

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| Role Title: | Service Desk Analyst |
| Department: | Finance & Resources – Technology & Transformation |
| Role Purpose: | Working as part of the Service Desk Team, provide first and second line support covering colleague equipment and business systems:   * 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: | Service Delivery Manager |
| Responsible for: | List the roles that this position will manage. |
| Disclosure level: | DBS (Required if out at sites excluding Bath Row) |
| Role Level: | [Frontline Worker](file://FS-HOME/HOME$/downska/My%20Documents/HR/Role%20Profiles/New%20RPs/B%26S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx) |

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| Key Role  Responsibilities | Accurately record & classify all incoming service requests & incidents.  Undertake initial, thorough diagnoses of 1st and 2nd line issues, resolving as many as possible within agreed timescales  Escalate issues when necessary to 3rd line teams/3rd parties with full details of actions taken.  Provide clear communication of issues, progress & outcomes.  Work with the wider IT team to provide resolutions to service tickets outside of area of expertise.  Monitor, periodically review & when possible, assist to progress issues being dealt with by other members of the team.  Ensure customer’s expectations are exceeded during all customer contact by means of excellent customer service skills and that positive customer satisfaction scores and comments are received.  Carry out administrative tasks to maintain integrity of central systems such as AD and asset registers.  Ensure Technology & Transformation policies and procedures are effectively applied in all your work.  Be able and willing to visit and provide IT support within head office building as required |
|  | Proactively flag issues where no KB solution exists and actively write & add articles to the KB.  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.  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.  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.  Provision of support outside normal office hours in the event of an IT incident or special event.  Produce management information and reports as required.  Manage time to ensure that:   1. Issues are dealt with within the agreed SLA 2. Service Desk telephones are covered at all times   Configure Technology equipment for end users, shipping to remote destinations where required.  Provide training to business colleagues where required, allowing them to be more productive in their roles and to prevent reoccurring service requests. |

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| Education,  Qualifications and  Training | At least one years’ experience in a comparable IT Service Desk role, dealing with first and second line enquiries.  Desirable  ITIL Service Management Foundation Certificate or equivalent.  Microsoft training in Windows 7/8/10 administration and support |
| Knowledge and Experience | Knowledge and basic understanding of supporting Microsoft Products.  Understanding and any relevant experience using a service management tool.  Comparable Experience of working in a social housing environment or similar and the software applications in these sectors.  A good understanding of service management and an awareness of ITIL disciplines.  Knowledge of IT hardware, software and networks sufficient to manage the delivery of first line support. |

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| Role Specific Skills & Behaviours | Exceptional customer service and communication skills.  A “can do” positive attitude and willingness to upskill once within the role in order to achieve the departmental aims.  Ambitious, eager to learn and constantly develop new skills.  Problem solving skills and ability to work under pressure and maintain customer focus.  Customer focused – always assessing the impact and benefits for customers as the priority.  Works well as part of a team but also can self-manage when appropriate to prioritise conflicting demands. Prioritise between incoming contacts and other service desk tasks when appropriate.  Proactively contribute to any successes and celebrate these successes in order to raise the profile of the team.  Understanding of and commitment to the principles of equality and diversity. |