

Role Profile

Role Title:	Service Desk Analyst
Department:	Corporate Resources – T&T
Role Purpose:	Working as part of the Service Desk Team, provide support covering colleague equipment and business systems. This includes logging, updating, progressing and resolving service requests from colleagues and contractors meeting or exceeding defined SLA's and KPI's.
Reporting to:	Service Delivery Manager
Responsible for:	n/a
Disclosure level:	n/a
Role Level:	Frontline Worker

Key Role Responsibilities	<p>Provide excellent customer service during all customer contact.</p> <p>Accurately record, classify and at least attempt to resolve all incoming service requests & incidents.</p> <p>Undertake initial thorough diagnosis of any incidents received, resolving as many as possible to a high quality. Escalate issues when necessary to 2nd/3rd line teams/3rd parties with full details of actions taken.</p> <p>Provide clear communication of issues, progress & outcomes. Work with the wider IT team to provide resolutions to service tickets outside of area of expertise.</p> <p>Monitor, review & progress issues in other queues.</p> <p>Order, configure and ship equipment to colleagues, keeping asset registers up to date.</p> <p>Keep documentation up to date, recording resolutions to common problems and sharing with your peers.</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, providing a "first time fix" where possible.</p> <p>Carry out administrative tasks to maintain integrity of central systems such as Active Directory and asset registers. Ensure IT policies and</p>
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	<p>procedures are effectively applied in all your work.</p> <p>Proactively flag issues where no Knowledge Base 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.</p> <p>Proactively investigate and propose efficiencies in the way any part of Midland Heart's function works.</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. 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. Manage time to ensure that: a. Issues are dealt with within the agreed SLA b. Service Desk telephones are covered at all times</p> <p>Configure IT equipment for end users, provide training to business colleagues, allowing them to be more productive in their roles and to prevent reoccurring service requests.</p> <p>Contribute to the service improvement plan.</p>
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<p>Education, Qualifications and Training</p>	<p>ITIL Service Management Foundation Certificate or equivalent.</p> <p>Microsoft training in Windows 10 administration and support or equivalent</p>
<p>Knowledge and Experience</p>	<p>Significant experience of supporting Microsoft Products.</p> <p>In-depth understanding and experience using a service management tool.</p> <p>A good understanding of service management and ITIL disciplines.</p> <p>Knowledge of IT hardware and software including line of business applications, telephony and networks sufficient to manage the delivery of first line support.</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</p>

	<p>customers as the priority.</p> <p>Ambitious, eager to learn new technologies; ways of working, constantly developing and improving personal skills and those of Midland Heart's IT Function.</p> <p>Understanding of and commitment to the principles of equality and diversity</p>
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