

Job Description

Job Title: Service Desk Analyst

POSCODE:

Grade: CCC GR46

Overall purpose of the job

Reporting into the Service Desk Team Leader, Service Desk Officers provide the first point of contact for the logging, resolution and management of all service requests and enquiries to the ITDS Servicedesk, responding in accordance with agreed ITDS procedures, policies and practices and within the terms of Service Level Agreements.

Main accountabilities

	Main accountabilities
1.	Respond to and resolve service requests and queries across the full range of supported services in accordance with agreed service standards and operating procedures in order to achieve O/SLAs.
2.	Identify and refer specialist, and particularly complex service requests to the appropriate specialist, service team or contractor and monitor and liaise on the progress of those matters through to resolution in order to ensure compliance with O/SLA targets.
3.	Ensure that all service requests and the associated details and actions are entered into the appropriate systems in an accurate and timely manner and that progress is pursued through to resolution.
4.	Identify where there are any gaps in knowledge or processes within the system and report this to the ITDS Service Desk Team Leader for attention.
5.	Contribute to the onboarding of new services, standards and procedures as requested in order to ensure the ongoing development, relevance and timeliness of the service.
6.	As requested, undertake and report on the testing of new or revised systems before their full operational introduction.
7.	Work as an effective team member assisting and supporting colleagues as appropriate to ensure accurate and timely service delivery.
8.	Deliver exceptional customer service on every transaction.
9.	Play an active role in ensuring major incident calls are managed in line with the agreed major incident process by keeping senior members of the service desk informed of any developments that you become aware of.
10.	Ensure that all customers receive an efficient, effective and courteous response to their requests in order to satisfy and exceed SLA targets and expectations.
11.	Log all comments, complaints, compliments and suggestions received in accordance with agreed procedures.
12.	Project work as directed by the ITDS Service Desk Team Leader, contribute to one-off projects to achieve the required outcomes within agreed time and cost limits.

13.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
14.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
GCSE or equivalent	English	Essential
GCSE or equivalent	One other subject	Essential
NVQ Level 2	Customer Care or Using IT	Desirable
European Computer Driving Licence		Desirable

Identify	Describe	Essential/ Desirable
Knowledge		
	Confident understanding and application of principles and procedures of IT, for example ITIL, and Customer Services.	Essential
	Comprehensive technical knowledge of at least 4 of the corporate product set (e.g. Microsoft Office Suite, Outlook, Excel). Familiarity with Microsoft 365 and other common applications.	Essential
	Experience or knowledge of internal applications/systems for example, ERP/Oracle.	Desirable
	Have a good understanding of networking, cloud services and popular operating systems.	Desirable
Skills		
Working together	Establish credibility and work co-operatively with colleagues and customers.	Essential
	Flexible attitude to working shifts between the hours of 08:00 – 18:00, Monday to Friday as per operational requirements.	Essential
	Maintain good practice as well as making future improvements.	Desirable
	Excellent attention to detail with the ability to investigate and resolve issues.	Essential
Integrity	Integrity – make decisions without bias.	Essential
	Explain clearly to colleagues and customers how decisions will impact on service delivery.	Essential

Respect	Aware of the positive and negative impact you make on colleagues and customers.	Essential
	Considerate when using and working with resources, taking responsibility for managing them.	Desirable
Excellence	Plan and anticipate changes in working practice.	Essential
Experience		
	Proven ability to deliver a high standard of support by telephone or in person.	Essential
	Delivering a responsive customer focussed service irrespective of the subject matter.	Essential
	Probing and questioning to identify underlying causes of the customer's request or concern in order to ensure appropriate action may be instigated.	Essential
	Taking ownership of service requests and co-ordinating their resolution.	Essential
	Experience of using an IT Service Management system to manage the workflow of IT issues and requests raised by users.	Essential
	Liaising with and utilising services of other internal and external specialist teams to resolve customer requests.	Essential
	Experience of delivering in response to requirements of Service Level Agreements for the provision of operational services.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
	x			