**Job title:** **Senior** **IT Service Desk Analyst**

**Responsible to: Service Desk Team Leader**

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

Working within the IT Service Desk providing an efficient, professional, courteous service to more than 10,000 users across 150+ sites. Working in a proactive and co-operative manner to ensure that the responsiveness, effectiveness and quality of the IT Service Desk service is as good as it can be. The Service Desk needs to be covered between the hours of 08:30-17:30 Monday to Friday; this role will be based at Connaught House in Colchester by can be achieved remotely due to hybrid working.

The main shift is 8:30am-5pm, with occasionally being required to cover the shift from 09:00-17:30

### Key Responsibilities

* Under the guidance of the IT Service Desk Team Leader, ensure that all customers are provided with the level of help they require
* Day to day you will deliver Service Desk services to more than 10,000 users across 150+ sites.
* Ensure that all Incident and request management procedures are adhered to for all incidents and Request such that: -
  + - All incidents reported to the Service Desk are logged accurately and expeditiously in real time.
    - All incidents are correctly prioritised.
    - All incidents are assigned either to internal IT staff or external 3rd party suppliers.
    - All incidents have an owner.
    - The progress of all Incidents is monitored, with incident assignee’s being reminded when target response times are nearing, have been reached or have been exceeded.
    - Customers are kept informed as to the progress of their incident.
    - All actions taken are logged in the incident record.
    - Resolutions of incidents are monitored, to ensure that the information given is complete and that the necessary actions which result from them are communicated to the relevant departments and followed through.
    - The customers agreement to close the incident is obtained
    - Carry out assigned project work.
    - Under the guidance of the IT Service Desk Team Leader; ensure that the Service Desk documentation is complete and up to date.
    - Assist with general enquiries, ensuring customer satisfaction at all times.
    - To provide statistical information as and when required.
    - Train colleagues in areas of special expertise and undertake training to acquire skills and knowledge as necessary
    - Working alongside the existing Senior IT Service Desk Analyst, you will act as an escalation point between the Service Desk staff and the infrastructure team.
    - The Senior IT Service Desk Analyst will take ownership of any tickets that cannot be resolved by the Service Desk staff and either resolve them or pass them back with support notes.
    - A Senior Service Desk Analyst may take control of a Project at the discretion of the Service Desk Team Leader.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature** |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent) |  |
| Experience | * IT Service Desk experience * Experience of using a call logging/ticketing system * Experience with using and troubleshooting Microsoft Office * Experience with using Active Directory * Experience with using Windows 7 and Windows 10 | * Qualified Service Desk Analyst. * Large complex organisation * Knowledge of Manage Engine ServiceDesk Plus. * Knowledge of Horizon Phone System * Basic experience with initial network troubleshooting |
| **Technical Skills** | * Excellent knowledge of Microsoft based operating systems * Good understanding of network principles * Excellent customer service skills * Excellent organisational and time management skills. * Excellent communication skills (written and verbal) * Good knowledge of Laptop, Desktop imaging * Good knowledge of management of mobile phones (MDM) * Working knowledge of server hardware and operating systems * Strong knowledge of networking infrastructure and telephony systems | * A creative approach to problem solving * Formal Microsoft qualifications. * Service Desk Institute qualification * ITIL aware, foundation qualified * Full understanding of Incident Management, Problem Management and Major Incident Management. * Proven track record in service delivery and customer service industry |
| **Personal Qualities** | * Professional approach to managing incoming calls from customers – understanding the importance of being available and ready to take calls. * Ability to manage difficult callers and to show empathy with a caller as and when required. * Ensuring you are aware of the Service Desk status at all times including incoming call volumes and the open call count in ServiceDesk Plus. * Logging and processing each and every customer call in ServiceDesk Plus, ensuring calls are given the correct priority at all times. * Taking ownership of calls and processing them within the required service level agreement. * Ensuring all requests for work from one to one meetings, customer walk ups as well as project requests are recorded in ServiceDesk Plus. * Able to work unsupervised * Willing to take on additional tasks * Willing to complete manual tasks as well as desk based tasks * Ability to knowledge share and mentor other analysts * Highly motivated * Show a proactive approach and take the lead on work when required * Comfortable with, and committed to, team based working * Demonstrates willingness to undertake personal development * Demonstrate the ability to relay issues and problems to line manager. * Work under pressure and remain calm when situations arise which may affect the IT service. * Follow ITIL best practice standards at all times, ensuring incident management is adhered to and that service processes and procedures are followed |  |