



Role Profile

Role Title	Service Desk Analyst			
Business group and team	GDT IT Operations			
Job Purpose Overview	<p>A service desk analyst interacts with customers and is a working operative.</p> <p>They perform tasks such as taking calls from customers and trying to resolve their queries. They escalate issues to their manager.</p>			
Organisational position	<p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <pre>graph TD; DHO[Deputy Head of ICT Operations] --> HSO[Head of Shared Operations]; HSO --> HSD[Head of Service Desk & OCC]; HSD --> IPM[Incident & Problem management]; HSD --> OCC[Operational Control Centre (OCC)]; HSD --> SDSL[Service Desk second line]; HSD --> SSDA[Senior Service Desk Analyst]; SSDA --> SDAs[Service Desk Analysts];</pre>			
Date Updated	March 2019		Updated By	PH
Current / Applied Grade	TPB3	Job evaluation date		Confirmed grade
Level of Security Clearance	SC DV	NO Yes		

JOB SPONSIBILITIES

Main responsibilities, focusing on the required outputs:

- Monitoring and administrating the Service Desk mailbox, phones and monitoring screens.
- Logging and recording all interactions, Incidents and Service Request tickets ensuring they are accurately raised, categorised and prioritised so that business expectations are well managed through effective communication.
- Performing technical investigation, diagnosis and resolution of Incidents and Service Requests.
- Providing First Contact Resolution (FCR) within a predetermined timeframe (where possible) utilising Knowledge Base Articles (KBA) and subject matter expertise.
- Provide a technical liaison role to 3rd party vendors throughout the duration of an incident.
- Actively monitor and manage all resolver group queue stacks ensuring that the SLA clocks do not expire, tickets are continually updated with progress and/or are appropriately escalated (functional escalation) between resolver groups.
- Managing the expectations of the end user throughout the lifecycle of the Incident or Service Request ensuring that continuity is maintained across all shifts through appropriate communication and handover
- Seeking clarification and approval from the Incident Manager before prioritising an Incident ticket to P1 or P2 and declaring a Major Incident.
- Supporting the Incident Manager during the Major Incident process fulfilling any process role assigned to them (i.e. maintaining the ticket history / Incident timeline).
- Liaising with the Problem Manager to help gather written or verbal updates, workarounds or permanent fixes to in flight Problem records.
- Assisting (under supervision) with the on-boarding of new services/products into Service Desk by liaising closely with the Service transition team to ensure that support requirements are documented, achieved and accepted prior to service take-on.
- Contributing documentation on known issues / errors, workarounds and permanent fixes to the central knowledgebase used by the 1st Line or 2nd Line roles across the Service Desk.

The role is based at Hanslope Park, Milton Keynes.

KNOWLEDGE AND KEY SKILLS

Essential:

SFIA

- **SFIA7 Academic Qualification Level 3** (ONC/ A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships)
- **SFIA7 Responsibility Level 2 with Level 3 in Autonomy and Complexity-** Performs a range of technical work demonstrating discretion in identifying and responding to more complex issues. Applies methodical approach to issue resolutions and general organised to approach to work. Interacts with and may influence immediate colleagues and has working level contact with customers and suppliers. Aware of need to collaborate with team and represent users/customer needs.
- **SFIA7 Incident management: Level 4-** Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
- **SFIA7 Customer service support: Level 3-** Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

It is essential that you are able to demonstrate your ability to meet the following skills;

Customer Service Management- Working- Resolves user requests in line with the agreed service level agreement. Able to empathise with the end user. Uses customer-focused metrics to achieve a satisfying outcome.

Ownership and Initiative- Working- Takes ownership of incidents and proactively resolves technical incidents, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.

Service Focus- Awareness- Aware of different products and services and how they are used together to deliver business requirements.

User Focus- Awareness- Understands users and can identify who they are and what their needs are based on evidence.

In addition it is essential that you have:

- Excellent written and verbal communication with exemplary customer facing skills.
- Good working knowledge of Microsoft O/S and applications, including but not limited to Windows Server 2012, Exchange 2013, SQL 2008, Windows 10, Office365 plus general networking technologies.
- Working knowledge of remote working technologies such as MSTSC, MSRA and iLO.
- Critical thinking and problem solving skills.
- The jobholder will need to be flexible, adaptable and willing to work where needed to meet Customer demands and thereby gain a broader skill set and wider business perspective.
- BTEC qualification or equivalent in IT related subject

Desirable:

It is desirable that you are able to demonstrate your ability to meet the following skills:

Asset and configuration Management- Awareness of tracking, logging and correcting information to protect assets and components.

Continual service improvement- Awareness of the importance to consider developing process efficiency and common ways in which processes are optimised. Supports specific activities to improve development processes. Able to spot or identify obvious deficiencies.

In addition it is desirable that you have:

- ITIL foundation certificate, preferably ITIL V4.
- SDI Service Desk Analyst accreditation.
- Working knowledge of ServiceNow.
- Previous experience of working within the Service Desk, Incident and Request Fulfilment process disciplines.
- An understanding of priority classifications and SLAs is desirable, but not essential for the role, as on the job training will be provided.

CORE BEHAVIOURS

Top three for job:

- **Managing a Quality Service**
- **Delivering at Pace**
- **Making Effective Decisions**

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- SLA performance across tiers is consistently above operational targets.
- Improvement of First Contact Resolution (FCR) levels will demonstrate growing levels of capability and result in improved customer service.
- Improved Customer Satisfaction levels.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ per annum	Y / N
Reports to: (Role Title and Grade)	Senior Service Desk Analyst TPB4	
Direct Reports: (Number and grades of staff)		