

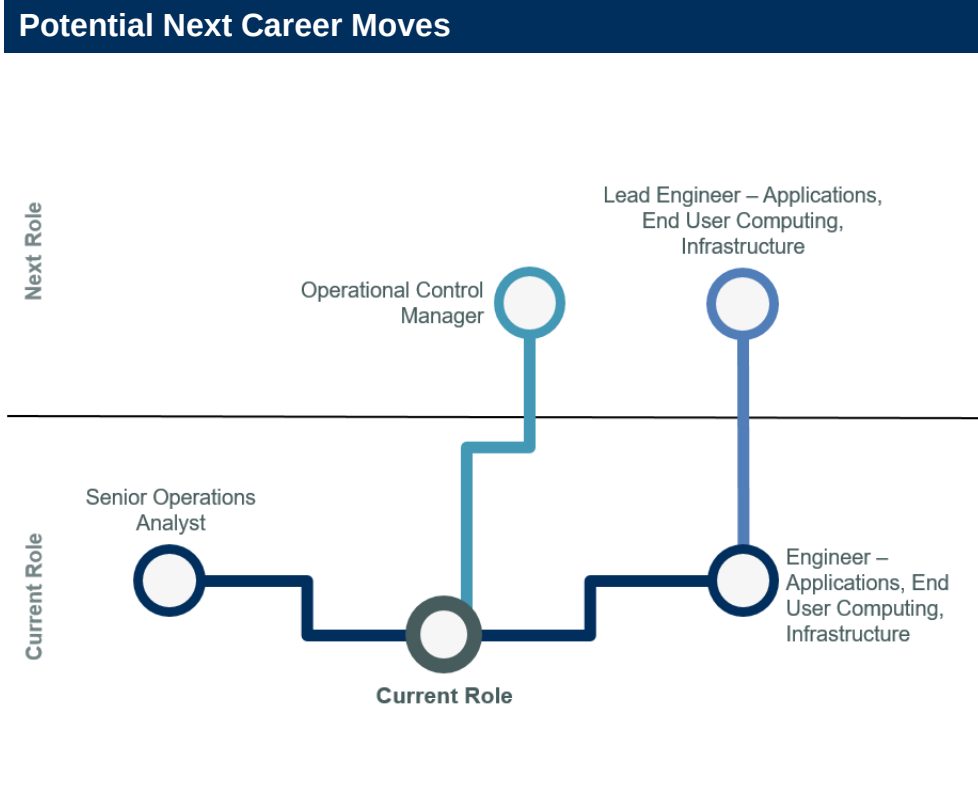


Role Title	O365 Senior Service Desk Analyst				
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	TPB4
Behaviours	• Developing Self and Others • Managing a Quality Service • Delivering at Pace • Leadership Charter				
Purpose	Manage the day to day operations of the 2 nd Line O365 Service Desk and act as a Service Desk Senior Technical Analyst.				

Key Accountabilities		
• Lead and manage the work of a team of Service Desk Analysts to ensure services are delivered within SLAs; • Analyse performance metrics, identify relevant issues, research and assess options and recommend a plan of action or service improvements to senior managers; • Monitor and manage resolver group queue stack, ensuring SLA clocks do not expire, tickets are continually updated with progress and/or are appropriately escalated (functional escalation); • Perform more in-depth technical investigation, diagnosis and resolution of incidents and service requests that could not be resolved by Service Desk Analysts;	• Support the Incident Manager during the Major Incident process with technical expertise and recommendations for quickest resolution; • Liaise with the Problem Manager to help gather written or oral updates, workarounds or permanent fixes as well as solution recommendations to in-flight problem records; • Advise the Service Transition Team to ensure that support requirements are documented, achieved and accepted prior to new service take-on; • Compile technical documentation on known issues / errors, workarounds and permanent fixes to the central knowledgebase;	• Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

Authority and Scope
• Escalation point for Service Desk Analysts dealing with complex calls; • Seek clarification and approval from the Incident Manager before prioritising an Incident ticket to P1 or P2 and declaring a Major Incident; • Ensure continuity of handling across all shifts through appropriate communication and handover; • Follow business processes and comply with all governance requirements; • Performance manage, coach and develop the team

Internal and External Communications
• Internal and External interactions; • Manage end user's expectations throughout the lifecycle of the Incident or Service Request; • Liaise with stakeholders, including keeping managers abreast of service issues and ensuring effective communication with Problem and Incident Manager, resolver groups and Service Transition Team; • May represent the Service Desk at Operations management meetings, e.g. Daily Operations Briefing, Weekly Service Review and Monthly Management Review; • Technical liaison with 3rd party vendors throughout the duration of an incident



Skills
• Customer service management; • User focus; • Incident management; • Operational management; • Systems operations; • Problem management; • Line management; • Analyse, interrogate and evaluate data; • DDaT Role: Senior Service Desk Analyst

Qualifications, Knowledge and Experience	
Essential	Desirable
• Level 3 qualification / Advanced apprenticeship in IT-related subject; ITIL Foundation; • Experience of working within the Service Desk, Incident and Request Fulfilment process disciplines and good understanding of priority classifications and SLAs; • Working knowledge of relevant operating systems and applications and of general networking and remote-working technologies	• Working knowledge of ServiceNow or other Service Management toolsets; • Use of PowerShell management modules – Exchange, Teams, SharePoint, Azure AD • Office365, 365 Azure AD & AD FS but also supporting our other technologies and applications • Experience of leading within the Service Desk; • ITIL Intermediate Service Operations; • SDI Service Desk Manager accreditation;