

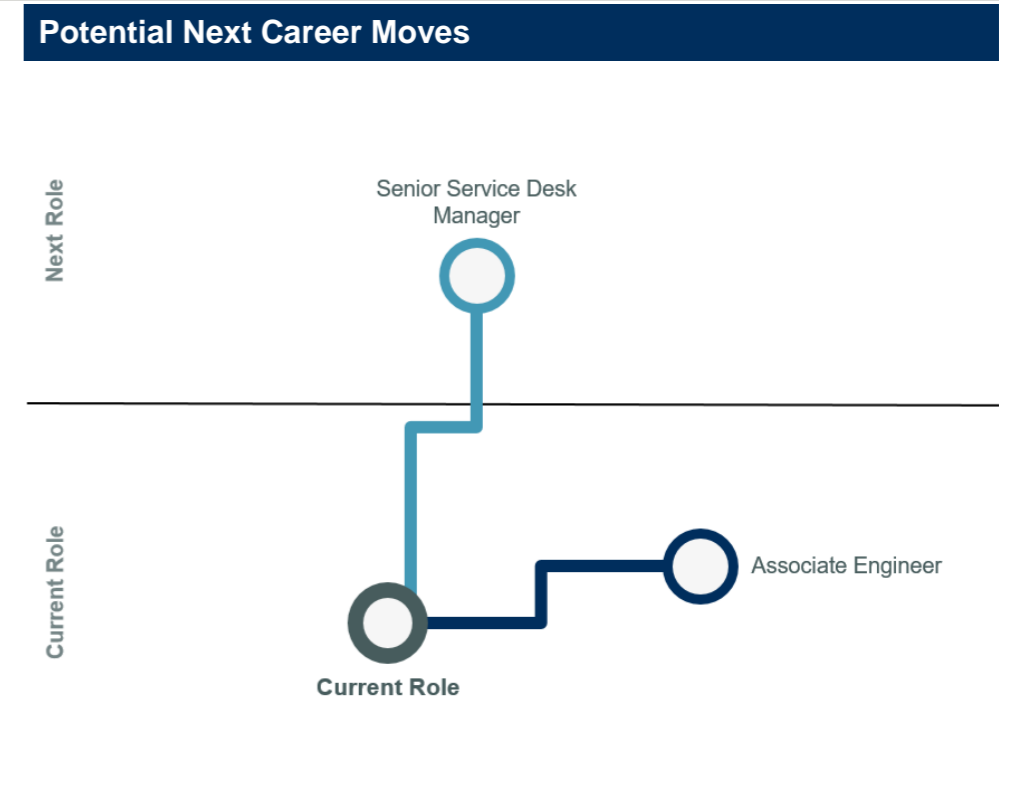


<b>Role Title</b>	<b>Service Desk Analyst</b>		
<b>Job Family</b>	<b>Digital, Data and Technology</b>	<b>Sub Category</b>	<b>IT Operations</b>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>Making Effective Decisions</li> </ul>	<ul style="list-style-type: none"> <li>Managing a Quality Service</li> </ul>	<ul style="list-style-type: none"> <li>Delivering at Pace</li> </ul>
<b>Purpose</b>	Respond to service requests and incidents within agreed service standards.		

<b>Key Accountabilities</b>		
<ul style="list-style-type: none"> <li>Monitor and administer the Service Desk mailbox, phones and monitoring screens, ensuring that the SLA clocks do not expire, tickets are continually updated with progress and/or are appropriately escalated (functional escalation);</li> <li>Log and record all interactions, incidents and service request tickets ensuring they are accurately raised, categorised and prioritised;</li> <li>Perform technical investigation, diagnosis and resolution of incidents and service requests to provide first contact resolution within the required timeframe;</li> <li>Liaise with the Problem Manager to help gather written or oral updates, workarounds or permanent fixes as well as</li> </ul>	<ul style="list-style-type: none"> <li>solution recommendations to in-flight problems;</li> <li>Support the Incident Manager during the major incident process, fulfilling any process role assigned (e.g. maintaining the ticket history / Incident timeline);</li> <li>Assist (under supervision) with the on-boarding of new services/products into Service Desk by liaising with the Service transition team to ensure that support requirements are documented, achieved and accepted prior to service take-on;</li> <li>Contribute documentation on known issues / errors, workarounds and permanent fixes to the central knowledgebase;</li> </ul>	<ul style="list-style-type: none"> <li>Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business</li> </ul>

<b>Authority and Scope</b>
<ul style="list-style-type: none"> <li>Use Knowledge Base Articles and subject matter expertise to resolve incidents and service requests;</li> <li>Maintain continuity across shifts through appropriate communication and handover;</li> <li>Seek clarification and approval from the Incident Manager before prioritising an Incident ticket to P1 or P2 and declaring a Major Incident;</li> <li>Follow business processes and comply with all governance requirements</li> </ul>

<b>Internal and External Communications</b>
<ul style="list-style-type: none"> <li>Manage end user's expectations throughout the lifecycle of the Incident or Service Request;</li> <li>Liaise with the Problem Manager, Incident Manager and resolver groups to give and receive information and advice to support resolution;</li> <li>Liaise with the Service Transition Team to give and receive information and advice to support on-boarding of new services;</li> <li>Technical liaison with 3rd party vendors throughout the duration of an incident</li> </ul>



<b>Skills</b>
<ul style="list-style-type: none"> <li>Customer service management;</li> <li>User focus;</li> <li>Incident management;</li> <li>Operational management;</li> <li>Systems operations;</li> <li>Problem management;</li> <li>DDaT Role: Service Desk Analyst</li> </ul>

<b>Qualifications, Knowledge and Experience</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>NVQ Level 3 / Advanced apprenticeship in IT-related subject;</li> <li>Experience of working within the Service Desk, Incident and Request Fulfilment process disciplines;</li> <li>Microsoft operating systems and applications and general networking technologies – Working;</li> <li>Remote working technologies such as MSTSC, MSRA and iLO - Working</li> </ul>

<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Working knowledge of ServiceNow or other Service Management toolsets;</li> <li>An understanding of priority classifications and SLAs (training provided);</li> <li>ITIL Foundation Certification;</li> <li>SDI Service Desk Analyst accreditation;</li> <li>Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience</li> </ul>
---