

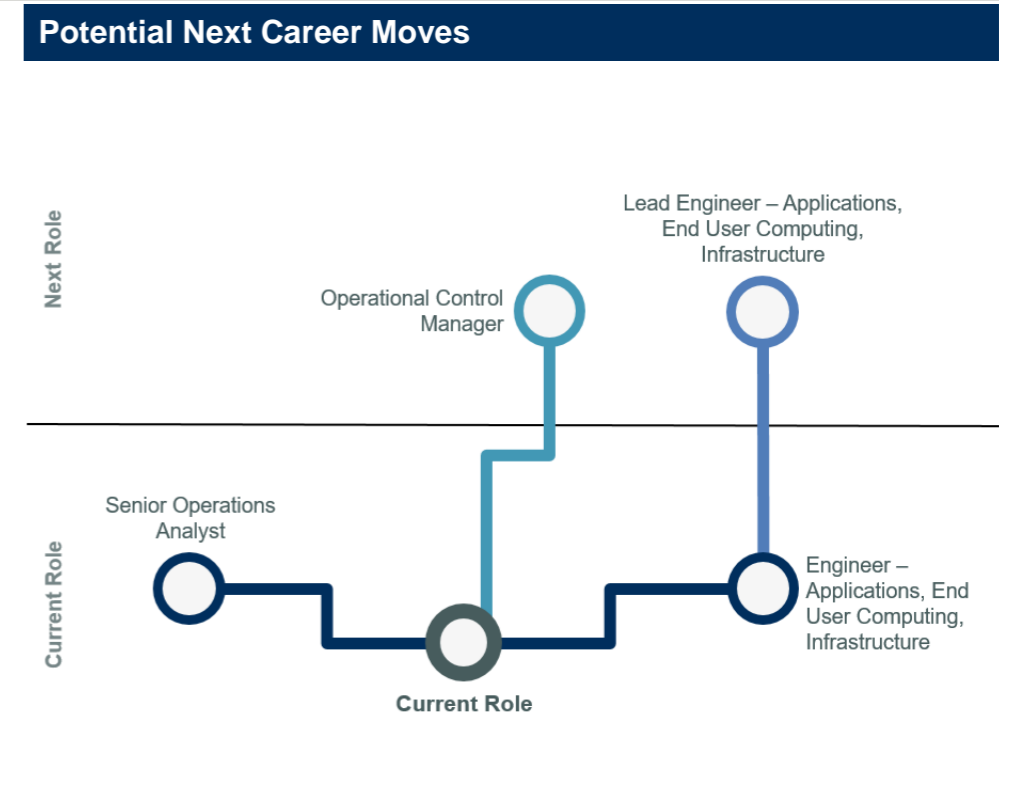


<b>Role Title</b>	<b>Senior Service Desk Analyst</b>		
<b>Job Family</b>	<b>Digital, Data and Technology</b>	<b>Sub Category</b>	<b>IT Operations</b>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>Developing Self and Others</li> <li>Managing a Quality Service</li> </ul>	<ul style="list-style-type: none"> <li>Delivering at Pace</li> </ul>	<ul style="list-style-type: none"> <li>Leadership Charter</li> </ul>
<b>Purpose</b>	Manage the day to day operations of the Service Desk and act as a Service Desk Senior Technical Analyst.		

<b>Key Accountabilities</b>		
<ul style="list-style-type: none"> <li>Lead and manage the work of a team of Service Desk Analysts to ensure services are delivered within SLAs;</li> <li>Analyse performance metrics, identify relevant issues, research and assess options and recommend a plan of action or service improvements to senior managers;</li> <li>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);</li> <li>Perform more in-depth technical investigation, diagnosis and resolution of incidents and service requests that could not be resolved by Service Desk Analysts;</li> </ul>	<ul style="list-style-type: none"> <li>Support the Incident Manager during the Major Incident process with technical expertise and recommendations for quickest resolution;</li> <li>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;</li> <li>Advise the Service Transition Team to ensure that support requirements are documented, achieved and accepted prior to new service take-on;</li> <li>Compile technical 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>Escalation point for Service Desk Analysts dealing with complex calls;</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>Ensure continuity of handling across all shifts through appropriate communication and handover;</li> <li>Follow business processes and comply with all governance requirements;</li> <li>Performance manage, coach and develop the team</li> </ul>

<b>Internal and External Communications</b>
<ul style="list-style-type: none"> <li>Internal and External interactions;</li> <li>Manage end user's expectations throughout the lifecycle of the Incident or Service Request;</li> <li>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;</li> <li>May represent the Service Desk at Operations management meetings, e.g. Daily Operations Briefing, Weekly Service Review and Monthly Management Review;</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>Line management;</li> <li>Analyse, interrogate and evaluate data;</li> <li>DDaT Role: Senior Service Desk Analyst</li> </ul>

<b>Qualifications, Knowledge and Experience</b>
<b>Essential</b>
<ul style="list-style-type: none"> <li>Level 3 qualification / Advanced apprenticeship in IT-related subject; ITIL Foundation;</li> <li>Experience of working within the Service Desk, Incident and Request Fulfilment process disciplines and good understanding of priority classifications and SLAs;</li> <li>Working knowledge of relevant operating systems and applications and of general networking and remote-working technologies</li> </ul>

<b>Desirable</b>
<ul style="list-style-type: none"> <li>Working knowledge of ServiceNow or other Service Management toolsets;</li> <li>Experience of leading within the Service Desk;</li> <li>ITIL Intermediate Service Operations;</li> <li>SDI Service Desk Manager accreditation;</li> <li>Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience</li> </ul>