

JOB DESCRIPTION

JOB TITLE: IT Service Desk Analyst

RESPONSIBLE TO: IT Service Desk Manager

ACCOUNTABLE TO: Chief Information Officer

JOB SUMMARY

Working within the IT Service Desk providing an efficient, professional, courteous Service to more than 10,000 users across 100+ 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. Shift work is in operation within the hours of 7.30am to 6pm Monday to Saturday; this role will be based at Brunel Court in Colchester.

Shifts rotate on a weekly basis. The main shift is 8:30am-5pm, with a late shift 09:30am-6pm.

Weekend cover may be required several times per year to cover leave.

Principal Duties and Responsibilities

- Under the guidance of the IT Service Desk Manager, 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 100+ sites.
- Ensure that all Incident and Request management procedures are adhered to 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 Manager; ensure that the Service Desk documentation is complete and up to date.

- Assist with general enquiries, ensuring customer satisfaction at all times.

Person Specification – IT Service Desk Analyst

CRITERIA	ESSENTIAL
Skills and Knowledge	<ul style="list-style-type: none"> • Good knowledge of Microsoft based operating systems • Strong interpersonal and customer services skills • Excellent organisational and time management skills. • Excellent communication skills (written and verbal) • Strong technical knowledge, such as: network principles, mobile phones, hardware, operating systems, Active Directory, etc.
Service Desk Call Management Specifics	<ul style="list-style-type: none"> • 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 Manage Engine Service Desk Plus. • Logging and processing every customer contact in Manage Engine Service Desk Plus, ensuring calls are given the correct priority at all times. • Taking ownership of calls and processing them within the required service level agreement.
Other Factors	<ul style="list-style-type: none"> • 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 • 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.