**What’s it all about**

**Service Desk Analyst**

**> Engineering and Platforms > Service Delivery**

As a service desk analyst you will provide first line technical support service, professionally and efficiently while maintaining a high degree of customer satisfaction and engaging with our stakeholders.

**How you’ll make a difference**

As the service desk analyst, you will advise your stakeholders on the use of infrastructure and applications by providing high levels of technical support for solutions and workarounds to incidents and server requests. You will actively participate in the Access Management process and ensure all requests are properly checked and validated. You will also ensure all service desk documentation is up to date, used and readily accessible and provide feedback for major incident process and associated RCA and MIR’s.

You will demonstrate as an essential- previous experience of having worked in similar or complex environment.

**How you’ll do it**

You will do this by demonstrating good customer focus and taking accountability and delivery for accuracy and completeness of your work, remaining calm under pressure and making clear and informed decisions.

You will approach your work with rigour and identify challenges and opportunities for service improvement, working in partnership with other teams to make NHG better for customers and colleagues.

Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

Hybrid arrangements - at **least three days a week in an office or in a community/site based/partnership setting**. On other days, working from home may be possible, depending on the work needed and the interaction required.

**Technical Support**

* Provide Initial technical support to users, addressing hardware, software and network issues.
* Troubleshoot and resolve common technical problem such as software glitches or hardware malfunctions.
* Install, configure, and maintain software and hardware.
* Support Employment early technology life cycle.

**Communication and customer service**

* Respond to users inquires via telephone, emails, Service-now or Microsoft Teams
* Communicate Effectively with users, providing clear and concise instructions and updates.
* Document all interactions and solutions in a ticketing system.
* Escalate complex issue to higher level support when necessary. (Setting the correct priority and severity to calls assigned to 2nd/3rd line teams/suppliers.)
* Face to face support at the Walk-in Desk.
* General office duties such as taking deliveries, helping our reception
* Following up with customers, providing feedback and seeing problems through to resolution.
* Provide Remote Support.

**Knowledge Management**

* Maintain and update knowledge bases with solutions to common problems.
* Knowledge capturing using various sources of information.

**Incident Management**

* Manage, prioritise and document incoming questions and support requests
* Ensure the incidents are resolved efficiently and within agreed -upon service level agreement.
* Monitor and report on service desk performance metrics.

**Asset Management**

* Recording asset management (Laptop, Desktop and mobile)
* Recording leavers asset – End of employment life cycle.

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at **staff** level.

**Essential knowledge, experience and skills including qualifications and professional membership**

* A degree in a relevant field
* Experience within a business user facing Service Desk function.
* Previous Service Desk (telephone support) experience.
* Experience working with a Service Desk ticketing system, (ServiceNow).
* Ability to prioritise/triage issues raised by the business.
* Experience with using and troubleshooting Microsoft Office/Outlook.
* Basic understanding of PC hardware set-up and configuration.
* Working knowledge of Active Directory, group policy, Office 365 & Microsoft Teams.
* Ability to learn new technologies and concepts quickly and accurately