

# Service Desk Analyst

## Information, Systems and Change

Overview	
<b>Role Purpose</b>	To provide a high level of IT technical support services to excellent standards that are visible and that are measurable through SLA's and KPI's. Delivering a high level of technical knowledge to NHG IT services, platforms and solutions.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>To provide 1<sup>st</sup> line technical support services professionally and efficiently, maintaining a high degree of customer satisfaction</li> <li>To take ownership of user issues, problems, perform a technical diagnosis and fix issues either remotely or on-site</li> <li>Efficiently and effectively providing solutions/workarounds to Incident's and Service Requests within SLA thresholds</li> <li>Providing technical assistance and support to colleagues in IT related matters</li> <li>Creating, manage and utilise Knowledge documentation</li> <li>Ensuring appropriate standards and procedures are adhered to support a high-quality deliverable to NHG</li> <li>The delivery of an outstanding, consistent and reliable customer focussed IT service ensuring a responsive service to all customers</li> <li>Provide a 1<sup>st</sup> class 'front of house' service to all NHG IT users</li> </ul>
<b>Reports to</b>	Service Desk Team Lead
<b>Line management</b>	None
<b>Tier</b>	10
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	Infrastructure, third parties and application support
<b>External</b>	External third-party suppliers

Role accountabilities	
<b><u>Organisational Effectiveness</u></b>	
<ul style="list-style-type: none"> <li>To ensure all new requests for support are accurately logged in the ITSM toolset and frequently updated with request status/feedback</li> <li>Continually keep users informed of live issues and requests</li> <li>Handling escalated calls from Service Desk</li> </ul>	

## **Role accountabilities**

- Maintain a flexible and responsive attitude that allows for rapid change and continual service improvement

### **Ensure the Effective Management and Support of all IT Systems**

- Provide technical support for all NHG IT systems & services
- Escalating issues where necessary to third party suppliers
- Effectively liaise with 3<sup>rd</sup> parties wherever applicable
- Advise the customers on the use of infrastructure and applications
- Providing high levels of technical support for solutions/workarounds to Incident's and Service Requests
- Proactively manage tickets in the ITSM toolset, ensuring they are accurately logged and frequently updated with progress

### **Service Level Management / Reporting and Performance Management**

- Ensure Incidents, bug-fixes and workarounds are implemented with the agreed SLAs
- Ensure all work is completed within agreed KPIs and SLAs

### **ITIL Processes, Communication and Procedures**

- Actively participate in the Access Management process and ensure all requests are properly checked and validated
- Actively participate in the Asset Management process, making sure the register is as accurate as possible always
- Identify and escalate any gaps within the processes and assist to continuously improve the way the Service Desk delivers its service
- Utilise and adhere to all published ITIL processes, which includes Incident, Major Incident and request fulfilment

### **Documentation**

- Ensure all Service Desk documentation is up to date, used and readily accessible
- Maintain all relevant user documentation
- Provide input/feedback for the Major Incident process and associated RCA and MIRs where applicable

### **Hardware/Software Lifecycle**

## Role accountabilities

- Ensure the Asset Management Database is kept up-to-date ensuring asset management processes are operating correctly across all Service teams
- Validate the correctness of the Asset Database by manual and automated means to ensure a high-level accuracy
- Ensure all assets are accurately recorded and contain relevant information (including certificates and licensing)

## Suppliers

- Work with suppliers related to the Service Desk, encouraging a collaborative and effective workstyle
- Work with suppliers to ensure all cross-party information is accurate and up-to-date

## Governance

- Help maintain a comprehensive and up to date knowledge of all relevant procedures and best practice for the service area

## Training

- Input into and help maintain a Personal Development Plan which balances individual technical and personal development over 12-18 months

## Health & Safety

- Ensure Service Desk area complies with all statutory and regulatory requirements on health and safety

## Systems & Process

- Use and maintain an effective and clear set of systems and processes to enable the monitoring and evaluation of performance across relevant area
- Ensure that key data is recorded, stored and maintained to agreed standard and is of good quality, in order to meets the demands of the department or function and the wider business.
- Maintain an excellent working knowledge of all relevant IT systems

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

<b>Experience (executive)</b>	
<b>Essential</b>	<b>Desirable</b>
<b>Professional expertise (know how &amp; experience)</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Able to demonstrate previous experience successfully delivering in a customer focussed business, with high levels of customer satisfaction</li> <li>• Experience in the support of complex IT systems in a complex environment</li> <li>• Excellent customer service experience, including compliment and complaint handling.</li> </ul>	
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Good working knowledge in the following areas: <ul style="list-style-type: none"> <li>- Windows PC, Mobile Phones, tablets and server operating systems</li> <li>- Broad understanding of Microsoft Active Directory and network protocols</li> <li>- Business application and how they are used by the business</li> </ul> </li> <li>• Exceptional customer service skills</li> <li>• Excellent troubleshooting and problem-solving skills</li> <li>• Excellent ability to transfer knowledge within a team</li> <li>• Excellent communication both written &amp; verbal</li> <li>• Excellent time management &amp; organisational skills</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>

## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.