



Service Support Analyst



Working better together
for our residents

> Service Support Analyst, Engineering Team, IS&C>

What's it all about

Provide a high-level IT support service to NHG staff in a customer focused way.

How you'll make a difference

By providing a modern, fit for purpose IT support service to all NHG staff, maintaining a professional approach and a high degree of customer satisfaction.

How you'll do it

- By taking ownership of issues and problems through to resolution
- Using your technical expertise to resolve problems speedily
- Using customer feedback improve ways of working or the performance of the team
- Continuously look for ways to improve the service by being innovative
- Support members of the team whenever possible to ensure Service Level Agreements (SLA's) and customer needs are met
- Create, maintain and share knowledge articles to support transfer of knowledge across the team
- Create, maintain and share knowledge articles with customers to support self-service
- Provide solutions/workarounds to incidents, problems, service requests and changes within SLA's
- Assist with the problem management process ensuring that workarounds are resolved permanently
- By ensuring that key data is recorded, stored and maintained in order to meet the demands of the team, function and wider business
- 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.

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
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#).

This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Hold an Information Technology Infrastructure Library (ITIL) Foundation qualification as a minimum
- Have a minimum of 5 years IT support experience
- Be able to demonstrate that you have worked in a customer centric way
- **Intermediate** IT and systems skills including Microsoft office
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)