Service Support Analyst

Information, Systems and Change

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| **Overview** |
| **Role Purpose** | To provide a senior 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. |
| **Responsible for** | * To provide 1st, and 2nd line technical support services professionally and efficiently, maintaining a high degree of customer satisfaction
* To take ownership of user issues, problems, perform a technical diagnosis and fix issues either remotely or on-site
* Efficiently and effectively providing solutions/workarounds to Incident’s, Problems, Service Requests and Changes within SLA thresholds
* Providing technical assistance and support to colleagues in IT related matters
* Creating, manage and transfer Knowledge documentation to all related NHG IT support teams
* Ensuring appropriate standards and procedures are adhered to support a high-quality deliverable to NHG
* Assisting the Problem Management process and using senior technical resources to deliver the service
* The delivery of an outstanding, consistent and reliable customer focussed IT service ensuring a responsive service to all customers
* Providing support and mentoring services to Service Desk Analysts
* May need to undertake the role of Service Desk Analyst during short periods of cover (to cover sickness, holidays etc)
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| **Reports to** | Service Support Team Lead |
| **Line management** | None |
| **Tier**  | 9 |
| **Expectation Level** | Colleague |
| **Role relationships**  |
| **Internal** | Infrastructure, 3rd Parties and Application Support |
| **External** | External suppliers |

| **Role accountabilities** |
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| **Organisational Effectiveness** * Provide support & mentoring, training and development in expert fields to colleagues
* Handling escalated calls from Service Desk
* 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 senior technical support for all NHG IT systems & services
* Escalating problems where necessary to management or third party suppliers
* Help maintain the instance and configuration of the ServiceNow toolset
* Effectively liaise with 3rd 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, Problems, Service Requests and Changes
* 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 Problem Management process and be responsible for the lifecycle of all assigned problem records
* Actively participate in the Asset Management process and be responsible for the lifecycle of all IT Assets and associated CIs
* 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, Problem, Change and Release Management

**Documentation*** Ensure all Service Desk documentation is up to date and readily accessible
* Monitor and audit documentation
* Maintain all relevant user documentation
* Provide input/feedback for the Major Incident process and associated RCA and MIRs

**Hardware/Software Lifecycle** * 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
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| 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.

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| **Personal Specification**  |
| **Professional expertise (know how & experience)***’* |
| **Essential**  | **Desirable**  |
| * Experience in successfully delivering within a customer focussed business, securing value for money and high levels of customer satisfaction
* Experience in the support of complex IT systems in a complex environment
* Excellent customer service experience, incl. compliment and complaint handling.
* Previous Service Desk Management experience for a 1st and 2nd line team in a complex, large and diverse organisation
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| **Skills**  |
| **Essential**  | **Desirable**  |
| * Excellent working knowledge in the following areas:
* Windows PC, Mobile Phones, tablets and server operating systems
* Microsoft Active Directory and network protocols
* Business application and how they are used by the business
* Security procedures and their implementation
* Exceptional Incident Management skills with the ability to identify root cause and apply solutions to resolve
* Exceptional Problem Management skills, able to investigate trends, to apply a methodical approach to identify root cause and suggestions for solution
* Good team management skills
* Exceptional Customer Service skills
* Excellent troubleshooting and problem-solving skills
* Excellent ability to transfer knowledge within a team
* General Network administration and troubleshooting, TCP/IP and WAN/ LAN /Wi-Fi
* ITIL CertifiedStrong leadership skills
* Excellent communication both written & verbal
* Excellent time management & organisational skills
* Excellent understanding of operations and business priorities
* Ability to effectively manage service delivery through a 3rd party supplier
* Excellent customer service experience, including compliment and complaint handling
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| **Qualifications and/or professional membership**  |
| **Essential**  | **Desirable**  |
| * Solid IT technical background & educated to degree level or equivalent
* Hold a ITIL Foundation qualification as a minimum
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| **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.