

**Job title:****EUC Senior Service Desk Analyst****Line manager:****Service Desk Team Leader****Grade (if applicable):****3****Direct reports:****None****Role purpose:**

The Service Desk Senior Analyst role works within the Service Desk and provide a senior level of first line technical support, act as an escalation point for other Service Desk Analysts, supporting the Service Desk Team Leader. The roles require a proactive and well organised individual, working in line with the service requirements of the organisation. Working to make sure that all service levels are achieved, and high levels of customer satisfaction are maintained.

As well as delivering best in class capabilities across the Service Desk, the role ensures the integrity and accuracy of the Incident & Service Requests held within our ITSM system. The role is based in the office, albeit Hybrid working is considered.

Working closely with the 2<sup>nd</sup> Line team and Field Support team wider support teams such as the IT Service Desk, 2<sup>nd</sup> Line and Infrastructure teams to respond to Incidents and Service Request's raised in the ITSM tool.

Ability to translate between technical and business requirements and act as a bridge between technical and non-technical stakeholders. You'll need to present complex technical information to in a simple non-technical way to ensure the audience understands.

**Duties and Responsibilities:**

- To assist and support the Service Desk Team Leader, by proactively leading and motivating the team ensuring that there is a culture of high performance, strong engagement and a commitment to continual improvement.
- Weekly meeting / catch up with the Service Desk Team Leader to discuss the team success and areas of improvement.
- Oversee the full Incident & Request life cycle from initial capture through to closure in line with agreed service levels and ITIL best practise.
- Help and mentor the Service Desk team members, through escalations and by sharing experience and knowledge.
- Be a primary contact for the escalation alongside the Service Desk Team Leader of any technical issues and finding solutions to technical issues.
- Assist with identifying any Major Incidents, communicating to the Service Desk Team Leader and liaising with the major incident team where Service Desk Team Leader is absent.
- Assist and support the Service Desk Team Leader to coordinate and communicate between stakeholders, balancing requirements and resources to effectively ensure the team covers all aspect of incoming Service Desk Incidents/ Requests.
- Define relevant Service Desk standards and ways of working.
- Accountability for continuous improvement cycle for the Service Desk
- Identify issues and provide input on proposed changes to enhance effectiveness of all Service Desks to the Service Desk Team Leader
- Ability to organise own workloads and work independently towards the completion of tasks and to meet deadlines.
- Enforcement of procedures and best practices.
- Audit and examination of support policy and procedures
- Ensuring that the Service Level Agreement (SLA) meets the business needs of each customer.
- Maintain high levels of incident ownership through the incident lifecycle to a satisfactory Customer resolution.

**Version Date:**

1.0

**Signed off by:**

David Henderson

- Develop, publish, share and maintain support documentation to other colleagues within the department to drive a consistent and effective customer experience.
- Contribute to the success of the business and assist in improving the overall customers experience within the team.
- Assist and support the Service Desk Team Leaders in maintaining the team's rota and ensuring that there is adequate cover.
- Identify trends and alert the End User computing manager in the absence of the Service Desk Team Leader
- Ensure the team maintain documentation and keep it centrally within the Knowledge base.
- Act as a champion for the adoption of ITIL based processes across the IT function.
- Liaise with the Change Manager, ensuring change related communication to the business is sent in a timely manner.

## Success metrics:

- Assist and support the Service Desk Team Leader to help the Service Desk team achieve their Key Performance metrics across telephony, Incident, Request fulfilment response & resolution targets.
- Build a culture in the team that values, trust, openness and honesty.
- Understands the strengths and weaknesses of the team, building development plans to meet current and future needs.
- Adopting, developing and enhancing best practice in all areas of the team
- Ensuring that customer satisfaction meet's a high standard for all Incidents and Service Requests that are owned by you and the team.
- Work closely with the wider IT teams, build good relationships that benefit the department.

## About you:

### You will have:

- Experience of using Service-Now
- Experience handing Major Incidents
- Proven ability in working within an ITIL environment, with an ITIL v3 qualification preferred.
- Ability to work independently, exercising good initiative and judgement.
- Excellent written and verbal communication skills.
- Constructively identifies areas of improvement with colleagues and management.
- Excellent Customer Service Skills face to face and on phone
- A can-do attitude and with a proactive approach to work
- Self-motivated achiever and excellent communication skills
- Presents own position confidently.
- Has the confidence to justify actions positively.
- Excellent communication and listening skills.
- Excellent problem-solving skills, patience and perseverance
- Relevant industry recognised certification CompTIA, Service Desk Institute Analyst, ITIL Foundation.