



Job Description



Job Title:	Service Desk Analyst
Department/Team:	IT
Location:	HQ
Line Manager's Title:	Service Desk Manager

1. Overall Job Purpose

The post holder will act as the central point of contact between RSPCA customers and IT Service Management.

They will handle technical Incidents and requests, and where appropriate, provide an interface for other activities such as Change, Problem, Configuration, Release, Service Level and IT Service Continuity Management.

2. Structure

See Establishment Structure Charts.

3. Key Tasks/Job Description

CALL HANDLING

- Deal with incoming calls to the IT Service Desk ensuring requests are interpreted correctly and recorded accurately, making consistent and effective use of the IT call-logging software.
- Provide effective and positive first and second line customer focussed support at all times.
- Otherwise, where first line support is not initially provided or successful, issue staff with details of call assignment and likely resolution timescales.
- Reassign or escalate incidents and requests to on-site third line support, third parties or other teams where appropriate discussing fully with colleagues.
- Monitor and update all Incidents and requests, including calls assigned to external suppliers.
- Update call-logging software at each action stage ensuring a complete and detailed history for each Incident and request.
- Liaise with external suppliers to ensure resolution to agreed standards and timescales.

- Review Incidents and requests with staff and work together to continuously improve service delivery provision.
- Provide a single point of contact for RSPCA staff and deliver route requests to correct resource as appropriate.
- To deal directly with requests and complaints alike and escalate where necessary.
- Liaise with other teams to discuss next steps/resolutions to new issues

SERVICE DESK

- Provide first and second line support through the call-logging software and on-site, as appropriate for all Incidents and requests where these mainly relate to:
 - Desktop software and hardware - including moves and builds
 - Systems and applications software - Including installations & config
 - Server and client operating systems
 - Data and voice communications - including desk phones & smartphones
 - Networking - including wireless, wired connections and remote work.
 - ICT security
 - Project Support
- Ensure Incidents and requests are resolved and implemented to agreed standards and timescales by working remotely through the call-logging software itself and delivering services directly at RSPCA HQ.
- Advise and support colleagues with complex and less common support Incidents and requests to ensure resolution to issue.
- Advise the IT Service Desk Manager on any operational management issues.

CUSTOMER SERVICE

- Consult with staff, colleagues, suppliers on all aspects of first and second line IT service delivery including:
 - Standard IT Services
 - One-off and special service requirements
- Monitor and measure IT service provision to staff using a variety of performance measurement tools:
 - Service Desk call review meetings
 - Benchmarking exercises
 - SLAs
- Participate in the development and promotion of continuous improvement and best value for IT services in general.
- Play a key role in the continuous improvement of the IT Service Desk and its responsibilities and the staff experience of contacting IT.
- Participate in other service development and improvement areas, as appropriate.

- Ensure development of and compliance with IT best practice standards and methodologies.

RECORD KEEPING

- Update and maintain information on the call-logging software.
- Work with colleagues, with particular reference to continuously develop knowledge base information within the software.
- Maintain and update procedures and system documentation.

SYSTEMS ADMINISTRATION

- Perform agreed system/database administration and housekeeping tasks and routine operations to agreed standards and timescales.

While at work all staff are required to:

- Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Understand and comply with the Society Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Society.

4. Person Specification

Please see person specification attached (appendix A).

This job description is a statement of the job content required as of October 2017. It should not be seen as precluding future changes.

PERSON SPECIFICATION

Service Desk Analyst

	ESSENTIAL	DESIRABLE
PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS	<p>GCSE or equivalent.</p> <p>Technical qualification in Computer Systems and /or recognised IT qualification to diploma level.</p>	
EXPERIENCE	<p>Extensive knowledge of Information Technologies, including the following:</p> <ul style="list-style-type: none"> o Active Directory administration o PC hardware o MS Windows Operating System o Email o Internet & intranet o MS office o Smartphones o Exposure to wireless networking o An understanding of LAN/WAN processes o Experience of remote worker solution <p>Desired experience:</p> <ul style="list-style-type: none"> o Chromebooks o Cloud Printing Services o Domain management o Google Applications <p>Experience in providing customer service support in an IT environment to 2nd line level.</p> <p>Experience of working with third party IT providers to report, escalate and resolve issues.</p> <p>Experience in using helpdesk applications to log and monitor support calls.</p> <p>Demonstrable experience of IT Call Centre, IT Helpdesk, IT Service Desk or other IT telephone based service or customer support function.</p>	

SKILLS AND COMPETENCIES	<p>Willingness to participate in professional development specific to role.</p> <p>Good documentation skills.</p> <p>Good communication skills.</p>	
PERSONAL QUALITIES	<p>Strong customer service ethic.</p> <p>Very organised.</p> <p>Willingness to undergo training and learn new skills.</p> <p>Excellent communication skills – ability to explain technical details to non-technical customers</p> <p>Ability to prioritise.</p> <p>Ability to work under pressure and tight deadlines.</p> <p>Positive ‘can do’ approach</p> <p>Attention to detail.</p> <p>Ability to maintain professional working relationships with team and customers.</p>	
SPECIAL CIRCUMSTANCES (if any)	<p>Valid driving licence</p> <p>Ability to undertake occasional travel to regional RSPCA locations and undertake overnight stays if required</p>	