L&Q Group

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| Role title | Service Desk Analyst | | | | | | | Date | | 09/07/18 | |
| Reports to Title | Service Desk Team Lead | | | | | | | Version | | FINAL | |
| DBS Disclosure Required: | Yes |  | No | X | Standard |  | Enhanced |  | Enhanced  + | |  |
| Responsibility for End Results | | | | | | | | | | | |
| Act as first point of contact for all users of IT systems, applications, hardware and infrastructure to resolve issues and queries quickly and efficiently.  To assist in the process of resolving issues, from offering advice on fixes, to becoming embedded within the resolution. | | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | | |
| Main Accountabilities: List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | *Time (%)* |
| 1. Leadership and management including customer service/ values  • Operate in line with the L&Q values and delivering excellent customer service. Undertake a range of duties and business processes, whilst also trying to resolve queries as effectively as possible, with a focus on cost efficiency. | | | | | | | | | | | 10 |
| 2. Strategy/ achieving objectives   * Ensure own performance contributes towards team objectives and key performance indicators * Contribute to the team’s achievement of its objectives * Additional Duties as required by management, this may include travel between L&Q sites | | | | | | | | | | | 10 |
| 3. Working with others – internal   * Field inbound contact to the Service Desk via telephone, e-mail and other electronic mediums to ensure courteous, timely and effective resolution of end user issues * Accurately document all pertinent end user information, including name, department, contact information and nature of contact * Escalate when required for technical, 3rd party &/or managerial involvement to ensure issues are addressed to a satisfactory quality and in a timely manner * Work collaboratively with other team members * Demonstrate strong interpersonal skills across a multitude of functions within the business • Demonstrate exceptional customer service in day to day work with those internal to the business * Apply approved diagnostic utilities to aid in troubleshooting. * Perform troubleshooting and issue resolution activity at the end-user computing and back-end environments, including but not limited to installing and upgrading hardware and software, implementing backups, configuring servers, databases, telephony, desktops and mobile devices | | | | | | | | | | | 60 |
| 4. Working with others – external  • Demonstrate exceptional customer service in day to day work with those external to the business | | | | | | | | | | | 10 |
| 5. Budgetary responsibility  • Adopt responsibility for the creation of value, and cost efficiency in all aspects of day-to-day work | | | | | | | | | | | 5 |
| 6. Compliance  • Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions | | | | | | | | | | | 5 |
| 7. Records and systems   * Maintain the necessary relevant ITSM records and systems * Record and track all actions and communications, including all successful and unsuccessful decisions made, and actions taken, through to final resolution | | | | | | | | | | | 5 |
| 8. Risks  • Manage risks associated with areas under the jobholder’s control | | | | | | | | | | | 5 |
| Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | | | | | | | | |
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| People Responsibility:  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | |
|  | | *Direct Reports* | *Indirect Reports* |
| Total Employees | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | |
|  | | | |
| Technical Knowledge/Skills | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | |
| • Knowledge of Microsoft products, including but not limited to Windows 10, Teams, and Skype | • Understanding of telephony, including mobile devices and within Microsoft Teams | | |
| • Strong Organisational skills, including the prioritisation of workload | • Good understanding of Active Directory and admin responsibilities with user accounts for starter/movers/leavers | | |
| • Ability to explain technical issues to those with non-technical backgrounds | • Previous experience in a customer-facing role | | |
| • Strong written, oral English, with the ability to advise, and inform in a consultative manner | • Strong problem-solving skills, with a focus on providing exceptional customer service. | | |
| L&Q Values | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| People | | | |
| • We care about the happiness and wellbeing of our customers and employees | | | |
| Passion | | | |
| • We approach everything with energy, drive, determination and enthusiasm | | | |
| Inclusion | | | |
| • We draw strength from our differences and work collaboratively | | | |
| Responsibility | | | |
| • We own problems and deliver effective, lasting solutions | | | |
| Impact | | | |
| • We measure what we do by the difference we make | | | |
| Other | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |