

				<h2 style="text-align: center;">ROLE PROFILE</h2>				
<h3>IT Service Desk Support Analyst</h3>								
Reports to:		Manager – IT Service (Service Desk & Tub Hub)						
Grade:		Senior Customer Service & Technical Support			Job Family:		IT Service	
Leadership Responsibility:		Direct Reports:	0	Indirect Reports:	0	Regulatory Information:		Not Applicable
Location:		Binley, Coventry. Team-led hybrid working arrangements apply.			Working hours:		35	
Effective Date:		V2 10/10/2024			WD Job Code:		JC_0413	
ABOUT THE ROLE								
<p>We are looking for a self-motivated and IT passionate IT Service Desk Support Analyst to join our IT Service Desk team. This role will require you to provide an excellent level of IT customer support for over 3,000 business users, and by extension, ensure that Society systems are available for members.</p> <p>As a part of this role, you will need to provide excellent first-line incident management, request fulfilment and problem management for all the Society's IT systems, all while ensuring compliance with the Society's IT and Security Policies and minimizing the impact of IT incidents on the business.</p> <p>You will also be responsible for ensuring the major incident management process is followed for high-priority incidents, assisting in providing high-quality reporting to other IT department and the management of the knowledge base for the Service Desk, ensuring there is communication across the IT departments and that knowledge articles are effective and relevant.</p>								
ABOUT YOU								
<ul style="list-style-type: none"> You are a driven and motivated individual with a passion for IT. You have previous experience in a customer service role. You can work as a part of a diverse team or as an individual when required. Capable of providing clear technical advice to colleagues Able to work with a variety of exciting and challenging calls 								
REQUIREMENTS:								
<p>The successful candidate for this role will have:</p> <ul style="list-style-type: none"> A Highly developed sense of excellent customer service Strong written and verbal communication skills Analytical and logical problem-solving skills An understanding of Data Protection Act and Information security standards Experience in Microsoft-based environments 								

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	<p>Key Responsibilities will include:</p> <ul style="list-style-type: none"> • Ensure user queries or issues are captured and validated, • Triage tickets for further processing by second line teams, • Clearly communicate information to users through the appropriate channels • Provide 1st line fixes for incidents • Escalate unresolved issues to the appropriate 2nd line teams
People & Relationships	<p>You will work with:</p> <ul style="list-style-type: none"> • All CBS internal employees across all levels • 3rd party support companies and suppliers • Work closely with 2nd line IT support teams
Governance, Risk & Controls	<p>You will:</p> <ul style="list-style-type: none"> • Ensure that processes, procedures, and work instructions align with the ITIL framework and data protection considerations. • Follow the major incident management process for high-priority incidents. • Follow the incident and major incident management, problem management and request fulfilment processes
Impact, Scale & Influence	<p>You will:</p> <ul style="list-style-type: none"> • Increase the percentage of queries resolved at first line. • Assist in testing business continuity procedures for the Society's IT department. • Cooperate with other Analysts to achieve service level targets and customer expectations.
Decision Making / Problem Solving	<p>You will:</p> <ul style="list-style-type: none"> • Work towards an overall decrease in repeat incidents. • Use analytical skills to identify and resolve issues quickly, escalating where necessary. • Consistently assess and improve one's own technical knowledge to improve the support service provided.
Comparable Roles	IT Service desk analyst, 1 st line support engineer, Helpdesk analyst