

Senior Desktop Support Analyst

Role Purpose:	Responsible for the provision of technical support of desktop computers, peripherals (printers etc), laptops, applications and related technology in order to sustain business continuity	
Line Manager:	Service Delivery Manager	Direct Reports: None

Accountabilities

- Engineers must ensure they are keen to establish and maintain a good working relationship with their team **to promote a positive working culture representing Amor.**
- Work in conjunction with all other IT teams and the business **to ensure the successful resolution of any desktop related issue.**
- Participate in desk moves **ensuring that all IT equipment is re-commissioned as required by the business.**
- Pro-actively monitor the call queue **to ensure all incidents and requests are progressed and updated through to completion via the incident management tool.**
- Ensure all standards, policies, process and procedures **are maintained and adhered to meet Service Level Agreement (SLA).**
- Flexible approach to work with the ability to **adapt to change to meet customer satisfaction.**
- Mentor team of Desktop engineers where required to **ensure efficiency and effectiveness in the team**
- Ensure that all recorded tickets within call management system are resolved within agreed targets.

Key Relationships

- Resourcing team - Communicate effectively to retain a good working relationship.
- On site Team Lead - To maintain service provision and highlight any areas for improvement.
- On site Team - To be a positive team player and maintain a strong working relationship.
- 3rd Party Vendor - To build and maintain a good external working relationship on behalf of the customer.

Impact

- Customer Satisfaction.
- Influence on contract renewal.

Authority

- None

Outcomes

Common approach to working method and consistency in deliverance.

One Amor Competencies

- Managing Yourself – Balancing Priorities
- Passion to Improve – In it for the Long Haul
- Creative Thinking – Making Sense of Complexity
- Delivering Results – Stretching
- Influencing – Convincing
- Collaborating – Partnering
- Leveraging Relationships – Company Networker

Functional/professional competencies

- Excellent customer service skills.
- Strong personal organisational skills.
- Self motivated with the ability to multi-task and prioritise workload.
- Excellent communication skills at all levels.
- Flexible approach to work with the ability to adapt to change.
- Relevant Industry experience.