

Service Desk Analyst

Role Purpose: To provide 1st line IT Support ensuring incidents/requests are logged correctly and where resolution is not possible, escalated to 2nd/3rd line support analysts thus facilitating meeting Service Level Agreements (SLA's)

Line Manager: Service Desk Supervisor

Direct Reports: None

Accountabilities

- Follow the documented Service Management processes and procedures which align to the ITIL framework that **enable the Support Service to achieve KPIs/SLA's**
- Ensure that Incidents and Service Requests are responded to within Service Levels and that customers are regularly kept up to date in order that the **customers have confidence that their issues are being actively addressed**
- Ensure all faults are logged and assigned to the correct team **so SLA's are met**
- Escalate to 2nd/3rd Line Support Analysts when appropriate in order to **resolve more complex customer issues**
- Provide telephone support to customers in a professional, knowledgeable manner to **maintain excellent customer relationships**
- Proactively monitor Incidents for trends and potential Problem Records and highlight these to the Service Desk Supervisor in order to **ensure the on-going availability of the applications**
- Update the Service Desk documentation for new processes and procedures to **reduce the duplication of effort from the Service Desk team**

Key Relationships

- Service Desk team
- End User

Impact

- Customer satisfaction
- Meeting Service Level Agreements/KPI's
- Compliance with company policies and procedures

Authority

- Escalation
- Functional/Hierarchical Escalation

Outcomes

An efficient, motivated Support Service which achieves SLAs and provides a high level of customer satisfaction
Compliance with the ITIL Service Management Framework

SDA: Competencies

One Amor Competencies

- Collaborating - Listening
- Creative Thinking – Seeing Different Perspectives
- Delivering Results – Achieving
- Being Confident – Projecting Confidence
- Being Self-aware – Managing Your Impact
- Managing Yourself – Balancing Priorities
- Passion to Improve – Staying Focussed
- Thinking Ahead – Immediate Thinking
- Commercial Awareness – Customer Focus

Functional/professional competencies

- Experience in a Service Desk environment
- Excellent communication skills
- Experience of applying processes and procedures
- IT Troubleshooting Skills
- Basic IT Knowledge
- Excellent Customer Service Skills
- ITIL Foundation V3 qualification or working towards