

# 1<sup>st</sup> Line Helpdesk Support Analyst



<b>Job title:</b>	Helpdesk Support Analyst
<b>Job band:</b>	Permanent £18,000 - £21,000 + bonus 20 days leave/year
<b>Location:</b>	St Ives, Cambridge
<b>Required relevant experience (years):</b>	2 years

<b>Reports to:</b> Service Desk Manager		<b>Advises:</b> End users/client
	<b>Helpdesk Support Analyst</b>	
<b>Direct Reports:</b> None		<b>Interface with internal/external stakeholders and peers:</b> All

## Key purpose of the role

To assist the business in providing day-to-day IT support to our customers. The role will be based at our St Ives office. There will be some potential local travel for the staff member to client's sites, but this is expected to be minimal.

The role will encompass dealing with requests/incidents that are logged in the IT service management tool in a professional manner aligned to the agreed SLA's. Service desk tickets are logged via email/phone/web/WhatsApp so familiarity with these technologies is essential. Full training will be provided on the service desk toolset. The position provides exposure to a broad range of IT related products and activities so there will be plenty of opportunity to learn on the job and a training programme will be put in place to aid personal development. As part of the team you will also have the opportunity to help improve our internal systems, procedures and knowledge base by contributing and collaborating.

The service desk operates from 07.30 – 18.00 so a shift pattern is operated covering these times. The patterns are 07.30 – 16.30 and 9.00 – 18.00.

## Key duties and responsibilities

- Problem management. You can investigate problems in systems, processes and services, with an understanding of the level of a problem. You can contribute to the implementation of remedies and preventative measures.
- Asset and configuration management. You can track, log and correct information to protect assets and components.
- Continual service improvement. You can develop process efficiency and suggest common ways in which processes can be optimised. Support specific activities to improve processes, spot or identify obvious deficiencies.
- Customer service management. You can resolve user requests to a minimum of the agreed service level agreement. You know how to empathise with the end user. You can use customer-focused attitude to achieve a satisfying outcome.

- Ownership and initiative. You can own an issue until a new (relevant SME) owner has been found or the problem has been mitigated or resolved.
- Service focus. You have knowledge regarding the products and services offered.
- Service reporting. You can produce relevant status reports in a standard format in an agreed timeframe. You can work with stakeholders to discuss any changes in the reporting processes. You can add a commentary that provides an interpretation of “IT” to businesspeople.
- Technical understanding. You have knowledge regarding the subject matter and have an understanding of what it involves. If you don’t, you know who to liaise with.
- User focus. You have an awareness or understanding of user experience analysis and its principles. You can see the purpose of user stories and focus on user needs.
- Knowledge base. You have the ability to maintain a central source of standardized documentation, enabling support analysts to recover outages with minimal disruption to expected service levels – possibly available to the user base.

## Qualifications and experience

- Strong knowledge of Microsoft Windows technologies
- ITIL knowledge advantageous
- Knowledge of Microsoft Office suites including Office 365
- knowledge of Microsoft Windows Azure
- Knowledge of managed print solutions
- Knowledge of Exchange Online
- Knowledge of SharePoint Online
- Knowledge of Apple iOS (iPad and iPhone)/Blackberry’s/Windows phone/Android
- Knowledge of Skype for Business
- Knowledge and understanding of TCP/IP, DNS, DHCP, Active Directory
- Beneficial but not essential, knowledge of SIP voice technologies
- Essential previous experience of working in a 1st line role

### Person specification:

- A strong desire and focus on continued improvements and personal development
- A desire to be part of an overall team and achieve team goals
- To continually strive to improve overall firm effectiveness
- Strong communicator and professional phone manner
- Excellent problem-solving skills
- Proven ability to work under pressure and with other people
- Strong time management and self-motivation skills
- A lateral thinker
- Keeping up to date with current industry trends and emerging technologies and best practices
- Clean UK driving license