

Job Description

Job Title:	IT Service Analyst
Reporting to:	ICT Service Delivery Manager
Department:	Business Growth, Data & Change
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	March 2023
Job Level:	12

Job Purpose

The Service Desk at Eastlight Community Homes is the one central place for all internal staff to log their ICT issues. The focus of this role will be to work in a Service Desk Team, supporting users with a variety of software, hardware, and mobile devices. You will be the first point of contact for all users and will log and manage support tickets through the lifecycle.

Key Strategic Responsibilities

- Be a positive participative team player – actively supporting the company in a way that brings out the best in people at all levels of the company
- Demonstrate the highest personal standards of integrity and conduct, upholding all organisational policies and procedures
- Ensure the equality and diversity policy is adhered to and implemented in respect of both employment and service delivery
- Ensure that your responsibilities in respect of health and safety legislation are fulfilled
- Contribute towards an inspiring, compelling, forward-looking customer-centric vision for ICT within Eastlight which will deliver both the corporate and operational objectives
- Use the service desk performance data to inform and improve service delivery within the Technology Team

Key Functional Responsibilities

- Ensure any ICT issues and requests from the business are logged and prioritised within the Service Desk application
- Provide 1st and 2nd Line support to users on issues/requests relating to the suite of software applications, hardware, and mobile devices by managing incidents and requests in the helpdesk and liaising with third party suppliers where required
- Liaise with third party telephony providers regarding line faults
- Ensure tickets are documented and updated with progress updates so the users are informed of progress
- Provide a high level of customer service to Eastlight employees
- Train, support and empower individuals across the business in the use of business systems to enable users to use the tools appropriate for their job role and self-serve, by creating self-help documents, videos, or presentations
- Create a library knowledgebase for users to access for commonly raised issues

- Manage all tickets assigned to your queue and ensure that Service Level Agreements are hit, with prompt escalation and collaboration across the Infrastructure and Business Solutions Team where applicable
- Configuration, imaging, and enrolling of all ICT hardware assets, including laptops, tablets, and mobile phones. Enrolment of devices to Mobile Device Management Solution
- Perform root cause analysis and recommend potential service improvements to the ICT Service Delivery Manager
- Triage and inform issues impacting Business as Usual to the Technology Team and Communicate to the users affected
- To own the starters and leavers process, including delivery and return of Hardware and conducting ICT inductions for any new starters in the business
- Administrative Tasks related to job role

Person Specification	
Education & qualifications	• GCSE levels 9-4 in Maths and English or demonstrable level of numeracy and literacy skills or relevant experience
Experience	• Demonstrable experience in a service desk function • Experience and knowledge of Office 365 applications • Experience of working in a business applications environment
Knowledge and Skills	• Knowledge of Windows 10, Server 2016/19 operating systems • Administration, support, and configuration of 365 online portals • Administer and support of Microsoft Exchange online • Previous Service/Help Desk experience in MS Office Suite (to include up to Office 365), internet, email (Outlook – Exchange/Google Mail), fault diagnosis, AD and Citrix • Able to demonstrate strong troubleshooting and problem-solving skills • Ability to work under pressure • Knowledge in configuring and supporting mobile devices including IOS, Android and Windows • Proven communication and customer care skills, both written and verbal • Able to work effectively in a team and independently • Ability to develop positive relationships with colleagues and customers • Understanding of Housing environment • Flexible approach