**Role Description – IT Service Desk Analyst**

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| **Role title** | IT Service Desk Analyst | **Department** | IT |
| **Reports to *(1)*** | Service Delivery Manager | **Direct Reports *(1)*** | None |
| **Key relationships / interfaces *(1)*** | **Internal:** | IT Department colleagues, and all APM staff. | |
| **External:** | New and existing third-party suppliers and contractors including IT and technology suppliers. | |
| **Role purpose *(2)*** | This role is the first point of contact for issues and service requests related to our IT infrastructure and technology and will also help to deliver improvements in those areas. The role will:   * ensure that all issues and service requests submitted by users to the IT Help Desk are responded to, managed and resolved to agreed service levels * install and configure hardware and software for users as required and provide training to users on using hardware and software * manage user account and required permissions * maintain an up-to-date IT asset management register of all hardware and software * document IT infrastructure and technology processes and procedures for the role as required * escalate any urgent or critical IT and telephony issues to the Service Delivery Manager * be involved with the delivery of local IT projects as required | | |
| **Breadth of responsibility *(3)*** | Ensuring high quality IT support to the business and ensuring that users are regularly kept updated of the progress of any issues through to completion.  Ensuring IT Help Desk tickets are managed according to agreed SLAs.  Ensuring the IT asset management system is maintained and kept up-to-date.  Ensuring the development and update of IT processes and procedures required for the role. | | |
| **Dimensions and limits of authority *(4)*** | Agree to customer requests within pre-approved delegated authorities, e.g. IT Support SLAs.  Approvals or decisions without pre-agreed authority to be referred to the Service Delivery Manager or above. | | |
| **APM Values** | The role holder will be expected to operate in line with our company values of:   * Progressive * Warm * Excellent * Thoughtful | | |

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| **Key responsibilities / accountabilities *(5)*** | **Key performance measures *(6)*** |
| * Maintaining IT services to agreed service levels, to include, but not limited to:   + Providing IT Support as required   + Applying latest software updates/ upgrades to computers as required   + Checking compliance for all licenced software   + Maintaining Anti-Virus and Spam controls for computers | * Service Levels maintained * Assigned IT Help Desk tickets are actioned and updated in a timely manner |
| * Logging of and management of user support calls to the Help Desk   + Ensuring support tickets are responded to according to SLA   + Ensuring support tickets are resolved according to SLA   + Escalating support tickets as required | * Assigned IT Help Desk tickets are actioned and updated according to agreed SLAs |
| * To install, configure, maintain and support all computers, printers & other hardware   + Installing new hardware   + Providing support for hardware   + Providing IT induction for new starters on using IT equipment | * Internal customer feedback |
| * To configure, maintain and support all approved software   + Installation of new software   + Providing guidance to users on how to use software   + Checking correct software licensing | * Internal customer feedback |
| * To undertake management of the hardware and software inventory, making sure all IT hardware is asset tagged and recorded.   + Ensuring all new hardware is asset tagged and added to register   + Perform regular audit of asset inventory | * All software recorded in the IT asset register and available for review * All hardware is logged and accounted for in IT asset register |
| * Ensuring latest software updates/upgrades are installed to computers and other devices as required   + Monitoring for software updates   + Perform software updates as required | * Review of asset management software |
| * Assist with the daily backups across APM’s network, and restoring user data as required   + Perform restores of data when required by users | * Successful support tickets for restores |
| * Produce technical documentation of acceptable quality to include:   + Work procedures   + User guides that can be used for staff training and reference | * Documentation is reviewed and approved by the Service Delivery Manager * Feedback from users |
| * To undertake work on local IT projects as required to support the business | * Internal customer feedback |

**Person Specification – IT Service Desk Analyst**

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| **Attribute** | | **Description** | **Essential/Desirable** |
| Qualifications *(7)* | | GCSE English, Maths grade A - C,  Professional technical qualifications (ITIL Foundation v3/4, MCP or similar) | Essential  Desirable |
| Experience *(8)* | | At least two years’ experience in a similar role with experience including support of:   * Windows 10 * Active Directory * Microsoft Office 365 * Microsoft Teams * Adobe Creative Cloud * Sophos Anti-Virus * Mobile Phones (Apple iPhones/iPads) * IT Help Desk systems   A good understanding of server and networking technologies including:   * Windows Server 2012 R2 / 2016 * Cisco AnyConnect VPN and RSA SecurID * TCP/IP networking, infrastructure services (e.g. DNS, DHCP)   An understanding and experience of other technologies including:   * Apple Mac / MacOS * Azure Backup and Recovery * VOIP telephone systems * Patch management * MDM – e.g. Windows Intune, Airwatch   Experience of the following:   * Business Continuity and Disaster Recovery planning * Content Management Systems (CMS) * CRM Platforms * Infrastructure Security | Essential  Essential    Desirable  Desirable |
| Knowledge | | 2+ years’ experience of working in an IT Support role  A good understanding of IT best practice including ITIL methodologies  Emerging technologies for IT infrastructure and applications development | Essential  Essential  Desirable |
| Skills | | Proficient user of Microsoft Office applications  A logical and systematic approach to problem resolution across a broad spectrum of technologies | Essential  Essential |
| Behaviour / competency *(9)* | | See table below for APM level behaviours |  |
| **Supporting Behaviours** | | | |
| **Behaviour** | **Description** | | |
| Communication | You use the most appropriate method, language and style of communication for the situation and people involved.  You listen and clarify to check mutual understanding. You are considerate of other people’s viewpoints and feelings.  You speak and write clearly and accurately, checking that your message is understood.  You develop good working relationships and take positive steps to deal with conflict or breakdowns in communication.  You carry out day-to-day negotiations to agree what action to take.  You intervene in meetings and discussions when relevant and at the right time. | | |
| Customer and Supplier Focus | You demonstrate a broader understanding of APM’s products and services, giving clear explanations and seeking out further information if needed.  You take action beyond normal expectations and strive to exceed targets/customer and supplier expectations.  You have a strong focus on customers and suppliers.  You identify ways to improve customer service.  You understand customers’ and suppliers’ needs and explore practical solutions with them. You manage expectations by explaining what is and is not possible. | | |
| Working Together / Teamwork | You promote diversity and fair treatment for everyone. You are open, honest and polite in dealing with other people. You answer questions readily and listen to the views and opinions of others.  You treat information, knowledge and experience as vital assets, readily sharing and learning from others and encouraging others to do the same.  You take account of the contributions, background and experience of others and are aware of how the team works together.  You willingly accept responsibility for your own work while keeping other people informed of progress and possible problems. | | |
| Leadership and Developing People | You are committed to continuously developing your skills and those of other people. You recognise your own limitations and learn from experience and setbacks.  You understand your role and how what you do links to the business strategy.  You work efficiently with as little supervision as possible.  You take opportunities to develop yourself by learning from others and taking on new challenges, as well as encouraging and supporting others to do the same.  You acknowledge good performance by others. You act promptly and positively to deal with inappropriate behaviour.  You put forward ideas and contribute to business decisions. | | |
| Problem Solving and Ownership | You identify problems and use some appropriate sources of evidence when making decisions.  You understand your own job needs and requirements. You monitor your own performance against standards and maintain effectiveness. You take ownership even when you are unable to solve.  You are aware of the limits of your own authority when making decisions. | | |
| Improvement, Change and Creativity | You understand the need for change and encourage and support other people to become involved in the process.  You make suggestions for improving working practices and tackle issues with an open mind.  You respond quickly, flexibly and positively to change, using it as an opportunity to learn, develop and practice new skills. You put into practice new ways of working and exploit new technology. | | |
| Planning and Organising | You plan and co-ordinate the effective use of time and resources for self and others to meet deadlines.  You accept responsibility for the accuracy of own work and able to work within agreed timescales.  You anticipate and respond to changing situations affecting own work area/team to produce accurate, reliable and timely work.  You are able to work with changing priorities and uncertainty. | | |
| Organisational Commitment | You present APM in a positive light by promoting and supporting APM’s reputation both internally and externally.  You see the bigger picture and accepts what APM sees as important.  You demonstrate commitment to APM. | | |
| Resilience | You focus on solutions and manages pressure, staying calm in response to other people’s emotional displays.  You understand the impact of your own emotional state on others around you.  You think clearly and effectively under pressure.  You do not take criticism personally. | | |