

<b>ROLE TITLE</b>	IT Service Desk Analyst
<b>DEPARTMENT</b>	IT
<b>OPERATING ASSOCIATION/ DIRECTORATE</b>	Corporate Services
<b>RESPONSIBLE TO</b>	Service Desk Team Leader
<b>RESPONSIBLE FOR</b>	N/A

<b>ROLE PURPOSE</b>	
<p>To provide First Line Technical Support, advice and guidance to IT Dept customers, ensuring all Incidents and Service Requests are resolved or fulfilled in a timely and appropriate manner, and in accordance with relevant processes.</p> <p>To work closely with colleagues across the department, to build effective working relationships and ensure smooth and effective inter-team working, in order to best support our customers.</p>	

<b>ACCOUNTABILITIES / RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• Work in a team of Service Desk Analysts, delivering first line Incident Support and Request Fulfilment services to the business.</li> <li>• Ensure that all Incidents, Service Requests and other tasks assigned to you are resolved or fulfilled in accordance with standard processes, and within agreed Service Levels.</li> <li>• Deliver processes relating to the procurement, configuration, deployment and disposal of user IT equipment such as laptops, tablets, smartphones etc, in accordance with relevant Asset Management processes.</li> <li>• Ensure all activities within the Service Desk function are conducted within the scope of relevant defined processes, such as Incident, Problem, Change, Knowledge, Request Fulfilment etc.</li> <li>• Build, develop and maintain good working relationships with internal and external customers, suppliers and service providers.</li> <li>• Participate in the Knowledge Management process, producing documents for the Service Desk Knowledge Base, and ensuring relevant support information is accurately documented, maintained and utilised, by both internal support colleagues and non-IT colleagues across the business.</li> <li>• Work with the IT First Line Team Leader to continuously develop and improve working practices, processes and standards within the First Line team.</li> </ul>	

- Support, mentor and develop other First Line staff, including apprentices, improving skill sets and raising the technical capabilities of the team.
- Proactively identify risks, and ensure that they are effectively managed such that all IT related Service Desk activities operate within a suitable internal controls environment.

**KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

<p>Essential</p>	<p>Experience working in a support role within a busy IT Technical Support environment.</p> <p>Experience of diagnosis and rectification of faults.</p> <p>Knowledge of and experience with hardware, software and mobile technologies.</p> <p>Experience with a range of technologies, including Active Directory, Citrix, Windows desktop, Apple mobile devices, Avaya Telephony, etc.</p> <p>Demonstrable experience using service management toolsets.</p> <p>Demonstrable experience liaising with both internal and external suppliers and contractors.</p> <p>Capacity to keep abreast of and to adapt to new technology and tools both for internal IT use and to identify potential applications within the business.</p> <p>The ability to work under pressure whilst maintaining a strong customer service ethic.</p> <p>Excellent communication skills, both written and oral, and the ability to produce clear and concise work instructions and support documentation.</p>
<p>Desirable</p>	<p>ITIL Service Management Foundation v3 Certificate or equivalent.</p> <p>Qualifications and/or equivalent work related experience within a Service Desk support role.</p> <p>Experience of configuration and installation of user IT equipment.</p>

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	