



ROLE PROFILE

Job Title: Service Desk Analyst	Role Reports to: Service Desk Lead	Business Function: Information, Comms & Tech	Grade: F
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Job Purpose: Working as part of a technical ICT Service Desk providing an efficient and effective support function resolving all ICT related issues and requests from Your Housing Group internal customers. Providing an extended hours support service as a team, covering the times required to support the business needs and provide an out of hours maintenance and implementation service when required. .	Key Competencies: <ul style="list-style-type: none">• Flexibility and Resilience• Results Focus• Meeting Customer Needs• Problem Solving and Decision Making• Personal Learning and Growth• Interpersonal Understanding
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Key Responsibilities:

1. Carry out incident and major incident management processes ensuring all requests made to ICT for advice and support from different sources are accurately logged, prioritised, categorised and progressed to resolution in line with the service level agreements and operational level agreements whilst providing high levels of customer service.
2. Develop and maintain system documentation and procedures that includes, Application Support Procedures
3. To ensure that appropriate support documentation is maintained and that the ICT support knowledge base is appropriately populated and administered.
4. Manage and prioritise own workload whilst managing large call volumes of remote support, desk-side support, telephone support and project resource where needed
5. Perform technical and comprehensive daily checks to ensure the YHG's systems are stable and reliable and ensure that backup tapes are in place
6. Perform site visits to carry out desk-side support at all YHG offices and visit YHG offices to carry out regularly scheduled asset audits to ensure that the YHG Configuration Management Database is maintained and accurate at all times.
7. Arrange the transport of YHG equipment to and from all offices to assist with upgrades, training room setup and incident resolutions.
8. Investigate, troubleshoot and support a Thin and Fat Client environment, carry out hardware support and maintenance and carry out user administration using a variety of technologies.
9. Develop and maintain strong working relationships with key customers at all levels to understand their business drivers to understand requirements and deliver/promote technical solutions as appropriate
10. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Networking/Patching/IP Addressing/DNS/DHCP/Broadband troubleshooting • Knowledge of Citrix Delivery Console, Citrix Desktop Studio and Citrix Xen Server • Ability to support residents and board members as necessary • Acronis True Image • Windows Group and Citrix Policies • Active Directory, Exchange, Hyper V (Virtualisation) • Microsoft provisioning services console • Microsoft Windows, Microsoft Office • DNS, DHCP, Basic scripts • Mitel Phones systems • Functional knowledge of the Housing Sector • Administrating Windows Server 2008 R2 / 2012 • Administering SQL Server • Understanding the configuration of scripts • Understanding the configuration of the Document Management solution • Good knowledge of Microsoft Office products 	<ul style="list-style-type: none"> • VMware vSphere 6 upwards • VMware Horizon 7 upwards • vRealize Suite 7 • VMware App Volumes • VMware ThinApp • VMware vRealize • VMware Fusion • VMware vCenter • Workspace ONE • MDM – AirWatch • Functional knowledge of the Housing Sector

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to image and create images using disk imaging software • Ability to configure and support mobile devices • Ability to perform detailed problem analysis • Excellent customer service and communication skills • Good questioning and listening skills • Problem solving skills • Time management and personal organisational skills 	
Experience	<ul style="list-style-type: none"> • Experience of providing 1st and 2nd Line Support on a Technical Service Desk • Experience in supporting a Citrix XenApp Server Desktop environment and a Citrix XenDesktop Environment • Experience with troubleshooting and resolving MFD issues • Experience in carrying out telephone switch administration • Experience in using remote tool technologies to carry out remote support • Experience in providing desk-side support • Experience in using Service Desk management software for managing incidents, change and problem management / resolutions • Experience in managing and maintaining accurate data 	

	Essential	Desirable
	<ul style="list-style-type: none"> • Administrating and supporting the Housing Management and Finance Systems • Maintaining Development Environments • Performing software upgrades and installation of software patches on the Housing Management and Finance Systems 	
Qualifications/Education	<ul style="list-style-type: none"> • ITIL (IT Service Management) Foundation Certificate 	<ul style="list-style-type: none"> • ITIL (IT Service Management) Practitioner Certificate

People Management Responsibility?	This role has no line management responsibility
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	Build and maintain positive relationships with others at all levels of the organisation. Establish a positive relationship with internal and external customers, partners, contractors and suppliers Support customers and board members as necessary

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.



Key Role Performance Indicators	
<div>1. Ensure that SLA attainment rate is maintained as a minimum of 80%</div> <div>2. Reduction of a minimum of 50% in Training related causes in a 12 month period</div> <div>3. Produce and make available a minimum of 2 knowledge articles per month</div>	
Date Role Profile Created/Updated:	December 2018