

## ROLE PROFILE

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| <b>Job Title:</b><br>Service Desk 1 <sup>ST</sup> Line Analyst | <b>Role Reports to:</b><br>Service Desk Lead | <b>Business Function:</b><br>Information, Comms & Tech | <b>Grade:</b><br>F |
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| <p><b>Job Purpose:</b></p> <p>Provide 1st line technical support to our YHG internal customers and providing a single point of contact through triage and call resolution for all ICT related issues and requests.</p> <p>Extended hours support service as a team, covering the times required to support the business needs.</p> | <p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility and Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal understanding</li> <li>• Results Focus</li> <li>• Future Focus</li> <li>• Innovation</li> <li>• Impact and Influence</li> <li>• Problem Solving and Decision Making</li> <li>• Personal Learning and Growth</li> </ul> |
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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. Escalate tickets that cannot be resolved at first point in timely manner that compliments the overall mean time to repair
3. Ensure all incidents are fully triaged at first line and full details are captured and recorded and responding to face to face requests and queries made by customers visiting the ICT Department
4. Responsible for the YHG starters and leavers' and changes procedures, ensuring new starters at YHG have all required access and equipment and all YHG leavers' access is removed and equipment returned in line with organisations policies and procedures.
5. Ensure that appropriate support documentation is maintained and that the ICT support knowledge base is appropriately populated and administered.
6. Manage and prioritise own workload whilst managing large call volumes of remote support, desk-side support, telephone support and project resource where needed
7. Perform technical and comprehensive daily checks to ensure the YHG's systems are stable and reliable and ensure that backup tapes are in place
8. Support ICT Admin function by raising purchase orders and processing invoices when needed to ensure service levels are maintained
9. Key contributor to ensure our First line fix rates are remain above current targets
10. Support the Business Partners with capturing and responding to customer satisfaction survey results and identifying and feeding back trends of tickets to the relevant ICT Team and collaboratively work with them in introducing improvements
11. Undertake additional duties appropriate to the role and/or grade.

|                  | Essential  | Desirable   |
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| <b>Knowledge</b> | <ul style="list-style-type: none"> <li>• Knowledge of Citrix Delivery Console, Citrix Desktop Studio and Citrix Xen Server</li> <li>• Windows Group and Citrix Policies</li> <li>• Active Directory, Exchange, Hyper V (Virtualisation)</li> <li>• Microsoft provisioning services console</li> <li>• Microsoft Windows, Microsoft Office</li> <li>• Mitel Phones systems</li> <li>• Administrating Windows Server 2008 R2 / 2012</li> <li>• Excellent knowledge of Microsoft Office products</li> <li>• Ability to support customers and board members as necessary</li> <li>• Knowledge of ITSM tools</li> </ul> | <ul style="list-style-type: none"> <li>• VMware vSphere 6 upwards</li> <li>• VMware Horizon 7 upwards</li> <li>• vRealize Suite 7</li> <li>• VMware App Volumes</li> <li>• VMware ThinApp</li> <li>• VMware vRealize</li> <li>• VMware Fusion</li> <li>• VMware vCenter</li> <li>• Workspace ONE</li> <li>• MDM – AirWatch</li> <li>• Functional knowledge of the Housing Sector</li> </ul> |
| <b>Skills</b>    | <ul style="list-style-type: none"> <li>• Ability to image devices using disk imaging software</li> <li>• Ability to configure and support mobile devices</li> <li>• Ability to perform detailed problem analysis</li> <li>• Excellent customer service skills</li> <li>• Exceptional communication skills both written and verbal</li> <li>• Good questioning and listening skills</li> <li>• Problem solving skills.</li> <li>• Time management and personal organisational skills</li> </ul>   |   |

|                                 | Essential   | Desirable  |
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| <b>Experience</b>               | <ul style="list-style-type: none"> <li>• Experience of providing 1<sup>st</sup> Line Support on a Technical Service Desk</li> <li>• Experience in supporting a Citrix XenApp Server Desktop environment and a Citrix XenDesktop Environment</li> <li>• Experience in supporting a VMWare environment</li> <li>• Experience with troubleshooting and resolving MFD issues</li> <li>• Experience in carrying out telephone switch administration</li> <li>• Experience in using remote tools technologies to carry out remote support</li> <li>• Experience in providing desk-side support</li> <li>• Experience in using Service Desk management software for managing incidents, change and problem management / resolutions</li> <li>• Experience in managing and maintaining accurate data</li> <li>• Administrating and supporting the Housing Management and Finance Systems</li> </ul> |  |
| <b>Qualifications/Education</b> | <ul style="list-style-type: none"> <li>• ITIL v3 Foundation certificate</li> </ul>  | <ul style="list-style-type: none"> <li>• SDI Service Desk Analyst</li> </ul> |

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| <b>People Management Responsibility?</b>     | No line management responsibility  |
| <b>Budgetary Responsibility?</b>             | No budgetary responsibility  |
| <b>Key Relationships (internal/external)</b> | 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<br>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**

1. Ensure that the First Line Fix rate is maintained as a minimum of 60%
2. Ensure that Service Level Agreement attainment rate is maintained as a minimum of 80%
3. Ensure that 100% of SLAM requests are processed according to procedure and with information provided
4. Reduction of a minimum of 50% in Training related causes in a 12 month period
5. Produce and make available a minimum of 2 knowledge articles per month

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| <b>Date Role Profile Created/Updated:</b> | <b>July 2019</b> |
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