# ICT 2nd Line Service Desk Analyst

| Grade | Contract Type |
|---|---|
| F | Home Worker 1 |

**Service Delivery Manager**
⬇
**ICT Service Delivery Team Leader**
⬇
**ICT Service Desk Analyst 2nd Line**
⬇
**None**

**Department**

| Information Comms & Tech | ➔ | ICT Service Delivery |
|---|---|---|

## Role Overview

Technical ICT Service Desk providing an efficient and effective support function resolving all ICT related issues and requests from YHG internal customers.

Provide an extended hours support service, covering times required to support business needs and provide an out of hours maintenance and implementation service when required.

## RESPONSIBILITIES

- Carry out incident and major incident management processes ensuring all requests made to ICT for advice and support from 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.
- Develop and maintain system documentation and procedures that includes, Application Support Procedures.

- Provide the Service Desk with a point of escalation for complex infrastructure and application related issues. To resolve complex technical problems within specified SLA's and in accordance with the Group's policies & processes. Ensure that all solutions produced are accurate and meet relevant standards.
- Ensure appropriate Infrastructure and Application support documentation is maintained and that the ICT support knowledge base is appropriately populated and administered.
- Manage and prioritise own workload whilst managing large call volumes of remote support, desk-side support, telephone support and project resource where needed.
- Perform technical and comprehensive daily checks to ensure the Group's systems are stable and reliable and ensure that backup tapes are in place.
- Perform site visits to carry out desk-side support at all Group offices and carry out regularly scheduled asset audits to ensure that the Group's Configuration Management Database is maintained and accurate at all times.
- Work with 3rd party support and delivery partners, ensuring that they work to the Group's internal standards and procedures.
- Investigate, troubleshoot, and support a multi-faceted environment, carry out hardware support and maintenance and carry out user administration using a variety of technologies
- Undertake additional duties appropriate to the role and/or grade.

Our values

**Honest & Reliable**
We are authentic, open and dependable; and we do what we say we'll do.

**Caring**
We show kindness and consideration to our customers and each other.

**Respectful & Fair**
We listen to people, and strive for equity and inclusivity in all that we do.

**Creating more places for people to thrive and be recognised as a sector leading landlord**

## STRENGTHS

- Ability to configure and support mobile devices

- Time management and personal organisational skills

- Clear and articulate communication skills, both written & verbal

- Ability to perform detailed problem analysis, with excellent problem-solving skills

- Ability to work autonomously with minimal supervision

- Excellent customer service skills

## ESSENTIAL REQUIREMENTS

- Experience with troubleshooting and resolving MFD issues

- Proven Experience of providing 1st and 2nd Line Support on a Technical Service Desk and desk-side support

- Strong Knowledge of Active Directory, DHCP, TCP/IP and DNS configuration

- Experience across Networking/Patching/IP Addressing/DNS/DHCP/Broadband troubleshooting

- Knowledge and operational experience in Cloud based technologies such as Azure and Office 365

- Experience in using Service Desk management software for managing incidents, change and problem management / resolutions.

## BENEFICIAL TO THE ROLE

- ITIL (IT Service Management) Foundation

- Social Housing experience

- Knowledge of MPLS & VPN environments

- Full UK Driving License

- Use of a vehicle

- Experience Performing software upgrades and installation of system software patches