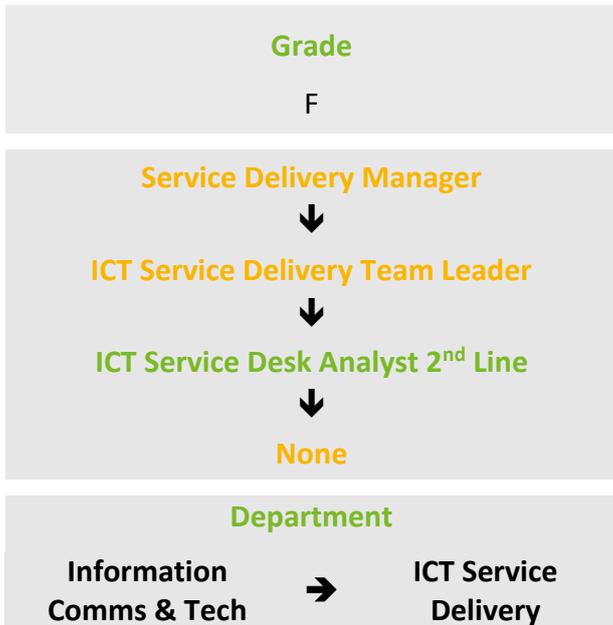


ICT 2nd Line Service Desk Analyst



Role Overview

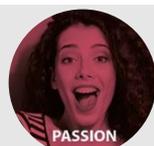
Technical ICT Service Desk providing an efficient and effective support function resolving all ICT related issues and requests from YHG internal customers.

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.
- 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.
- Arrange the transport of the Group’s equipment to and from offices/sites to assist with upgrades, training room setup and incident resolutions.

Our values



- 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.
- 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.
- Part of the Out of Hours On-Call support team and provide support outside the core hours for System Maintenance, extended support and implementation of Projects and Services.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- Ability to configure and support mobile devices
- Time management and personal organisational skills
- Clear and articulate communication skills, both written & verbal
- Excellent customer service skills
- Ability to image and create images using disk imaging software
- Ability to perform detailed problem analysis, with excellent problem-solving skills
- Good questioning and listening skills

ESSENTIAL REQUIREMENTS

- ✓ Experience with troubleshooting and resolving MFD issues
- ✓ Experience in carrying out telephone switch administration
- ✓ Experience in managing and maintaining accurate data
- ✓ Experience Performing software upgrades and installation of system software patches
- ✓ Support/administer Windows 10 using remote tools.
- ✓ ITIL (IT Service Management) Foundation
- ✓ Experience of providing 1st and 2nd Line Support on a Technical Service Desk and desk-side support
- ✓ Experience in using remote tool technologies to carry out remote support
- ✓ Experience in using Service Desk management software for managing incidents, change and problem management / resolutions
- ✓ Knowledge of Networking/Patching/IP Addressing/DNS/DHCP/Broadband troubleshooting

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License
- ✓ Use of a vehicle
- ✓ ITIL v3 Practitioner certificate
- ✓ Social Housing experience

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