ICT 1st Line Service Desk Analyst

Grade	Contract Type
F	Home Worker 1

Service Delivery Manager
↓
Service Delivery Team Lead
↓
ICT 1st Line Service Desk Analyst
↓
Direct Reports

Department

Information Comms and Tech	➔	ICT Service Delivery

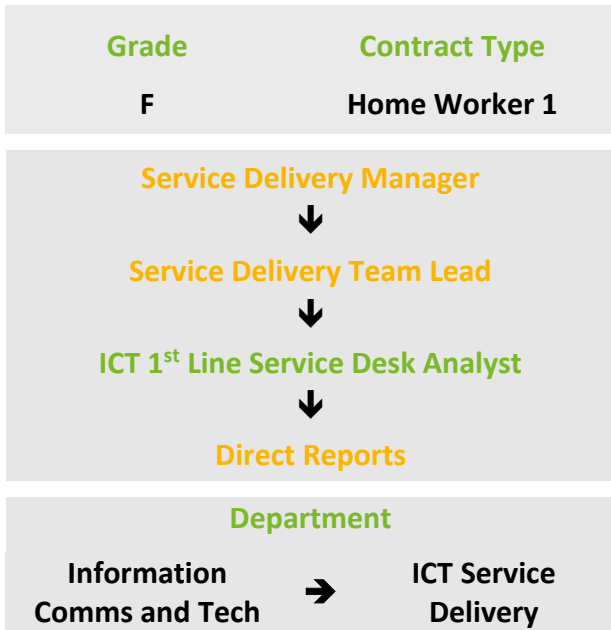### Role Overview

First point of contact providing ICT support to Your Housing Group's internal customers, through triage and call resolution for all ICT related incidents and requests.

RESPONSIBILITIES

- Provide a high-quality support service to the ICT function, assisting the Service Delivery team with the administrative and analytical responsibilities surrounding the core ITIL (Information Technology Infrastructure) processes of Incident, Problem, CSI (Customer Satisfaction Index) and Vendor Management.
- Support with any service-related issues (internal or 3rd party) ensuring they are identified, escalated, and accurately reported.
- Gather information for problem and incident management reporting.
- 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.
- Escalate tickets that cannot be resolved at first point of contact, positively impacting the overall mean time to repair.
- Ensure all incidents are fully and accurately triaged at first line and full details are captured, recorded and any queries made by internal customers are responded to.
- Ensure appropriate 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.
- 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

- Demonstratable experience of explaining technical issues to both technical and non-technical audiences

- Strong problem-solving skills

- Excellent customer service skills

- Excellent attention to detail

- Ability to work autonomously with minimal supervision

- Experience with troubleshooting and resolving ICT issues

ESSENTIAL REQUIREMENTS

- Knowledge of Active Directory

- Proven experience of providing 1st Line Support on an ICTService Desk

- Ability to configure and support mobile devices

- Experience across Office365 products and administration

- Experience in using remote tool technologies to carry out remote support

- Experience in providing desk-side support

BENEFICIAL TO THE ROLE

- Experience of working in an ITIL environment in afront-line support, first-line or service desk environment

- Experience with hardware troubleshooting/repair

- Social Housing experience

- Administrating and supporting HousingManagement and Finance Systems

- Imaging laptops with MDT or similar

- Experience in using Service Desk management tools