

## ROLE PROFILE

<b>Job Title:</b> <b>Service Desk 1<sup>ST</sup> Line Analyst</b>	<b>Role Reports to:</b> Service Desk Lead	<b>Business Function:</b> <b>ICT - Information, Comms &amp; Tech (ICT)</b>	<b>Evaluated Grade: F</b>
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<p><b>Job Purpose:</b></p> <p>Support the ICT Service Desk by providing 1st line technical support to Your Housing Group's internal customers, providing a single point of contact through triage and call resolution for all ICT related issues and requests.</p> <p>Provide an extended hours support service as a team, as required to support business needs.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility and Resilience</li> <li>• Results Focus</li> <li>• Meeting Customer Needs</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> <li>• Interpersonal understanding</li> </ul>
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### **Key Responsibilities:**

1. Carry out minor and 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. Responsible for ensuring all incidents are fully triaged at first line and accurate details are fully captured and recorded,
3. Resolve and close calls to ensure our First line fix rates remain above targets, when this is not possible, escalate call to the appropriate team within ICT, monitoring progress through to resolution to closure all of which should meet overall Service Level Agreements
4. Responsible for YHG starters and leavers and employee changes procedures, ensuring new starters have the required access and equipment and all leavers' access is removed and equipment returned, in line with organisations policies and procedures.
5. Ensure 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 YHG's systems are stable and reliable, ensuring backup tapes are in place
8. 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
9. Support ICT Administration function by raising purchase orders and invoice processing, when needed, to ensure service levels are maintained

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Citrix Delivery Console, Citrix Desktop Studio and Citrix Xen Server, Acronis True Image, Windows Group and Citrix Policies, Active Directory, Exchange, Hyper V (Virtualisation), Microsoft Windows, Microsoft Office and Microsoft provisioning services console, Mitel Phones systems</li> <li>• Knowledge of Administrating Windows Server 2008 R2 / 2012</li> <li>• Understanding the configuration of scripts and Document Management solution</li> <li>• Excellent knowledge of Microsoft Office products</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of               <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> </ul> </li> <li>• Structured Query Language</li> <li>• Functional knowledge of the Housing Sector</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to image and create images 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 and communication skills</li> <li>• Strong questioning, listening and problem solving skills</li> <li>• Good time management and personal organisation/prioritisation skills</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

Role Profile Template 2018 v1.2 (1<sup>st</sup> Sept 2018)

<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 with troubleshooting and resolving Multi-Functional Display (MFD) issues</li> <li>• Experience in carrying out telephone switch administration</li> <li>• Experience in using remote tool 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>• Maintaining Development Environments</li> <li>• Performing software upgrades and installation of software patches on the Housing Management and Finance Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Administrating and supporting the Housing Management and Finance Systems</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE English &amp; Maths (or equivalent)</li> <li>• ITIL v3 Foundation certificate (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL v3 Practitioner certificate (or equivalent)</li> </ul>



<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has 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 Support external customers and Board members as necessary