

## JOB DESCRIPTION

<b>Job title:</b>	Service Desk Analyst
<b>Line manager</b>	IT Delivery Manager (MDL Technology Services)
<b>Location:</b>	Swansea
<b>Purpose of the role:</b>	Main duties involve the handling of incoming IT queries and help requests from end users, either via email, phone, self-service portal or walk-in. Manage the asset maintenance process. Maintain service records.

Need to do
<b>Key tasks and Responsibilities</b>  <b>Providing IT support for the following areas:</b> <ul style="list-style-type: none"><li>• <b>First Line Support</b> Handling and recording all incoming IT issues and requests, and resolving where possible.</li><li>• <b>Desktop Support</b> High level Operating System and hardware maintenance.</li><li>• <b>Application Support (Off the Shelf)</b> Microsoft Office Suite, Google for Work.</li><li>• <b>Hardware Support</b> Providing support for MFDs, Desktop Printers, Mobile Devices (RF and Label printers) and others. Diagnosing faults and arranging maintenance support if required.</li></ul> <b>Support of colleagues and customers in all ways:</b> <ul style="list-style-type: none"><li>• Deal with calls for service - received via email, phone, walk-in or our Service Desk App from within Macmillan client user-base and ensure they receive the correct level of attention.</li><li>• Provide timely support of the system for our customers who rely on your knowledge.</li><li>• Ensure your line manager and colleagues are aware of any issues that they may be asked about by the business.</li><li>• Empower our user base customers (where safe to do so) enabling them to provide answers to their own problems.</li><li>• To help monitor the day-to-day operational process.</li></ul> <b>Incident Management:</b> <ul style="list-style-type: none"><li>• Adherence to Service Level Agreements (SLAs) and working to the ITIL framework when using any Service Desk tools.</li><li>• Ensure all incidents/requests/changes are raised, logged and resolved through the agreed process.</li><li>• Acceptance of ownership when dealing with Incidents/requests/changes.</li></ul> <b>Time management:</b> <ul style="list-style-type: none"><li>• Ensure adequate, appropriate technical coverage during Business core hours and inform your line manager of concerns (should you have them).</li><li>• Offer support and back fill the team if necessary.</li><li>• Provide assistance on projects when appropriate.</li></ul> <b>Creation and maintenance of documentation:</b>

Need to do	
	<ul style="list-style-type: none"> <li>• Ensure records that can be used to measure Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) of the department are maintained and accurate at all times</li> <li>• Ensure all common tasks are thoroughly documented.</li> <li>• To help review current process documentation and identify opportunity for improvement</li> </ul>
<b>Key Responsibilities</b>	
1	<b>Identifying needs</b> <ul style="list-style-type: none"> <li>• To take part in monitoring business processes and systems in order to ensure and / or improve internal processes and service delivery within the company.</li> <li>• To help provide key staff (operational &amp; business) with the support and take part in passing on education and self-help.</li> <li>• To produce and document aids to self-help within Technology Services first line team.</li> </ul>
2.	<b>IT infrastructure and service delivery</b> <ul style="list-style-type: none"> <li>• To assist in the management and planning of service delivery to the advantage of the business.</li> <li>• Recognise where improvements can be made at all levels. This can include areas such as customer service, process etc.</li> <li>• To help ensure all systems are operating to standards which will deliver agreed service levels with our customers.</li> <li>• To ensure work is undertaken by you are at agreed standards.</li> <li>• Risk assessment, Quality and change control must figure in all activities.</li> </ul>
3.	<b>Communication</b> <ul style="list-style-type: none"> <li>• To liaise with IT colleagues and management team keeping them in touch with events that may affect systems, users and or service level agreements.</li> <li>• To liaise with others in the team to ensure information sharing and effective resourcing.</li> <li>• To advise your line manager on any issues you may have.</li> </ul>
4.	<b>Use of I.T.</b> <ul style="list-style-type: none"> <li>• Ensure use of IT Equipment and Systems is carried out in a controlled and safe manner.</li> </ul>
<b>Key relationships:</b>	
	<ul style="list-style-type: none"> <li>• MDL Service Users</li> <li>• Service Desk</li> <li>• Internal Support Teams (Infrastructure, Networking and others)</li> <li>• 3<sup>rd</sup> party suppliers</li> </ul>
<b>Relationship Management</b>	
Line Manager, Technical colleagues, Vista Ops and Development Team, other Service Desk Analysts.	
	<ul style="list-style-type: none"> <li>• Retain relationships and understanding with key suppliers, internal and external customers</li> </ul>

Need to know
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>General academic achievement to GCSE standard (preferably including at least one qualification in an IT Discipline)</li> </ul> <p><b>Skills/knowledge:</b></p> <p>Must have knowledge of:</p> <ul style="list-style-type: none"> <li>Conscientious and organised with good task time-keeping</li> <li>Competent in creating clear documentation of process and work instruction.</li> <li>Able to work to targets reliably with limited supervision.</li> <li>Competency with language to clearly articulate solutions and suggestions to others.</li> <li>Microsoft Operating Systems (Windows 10)</li> <li>Basic understanding of the Microsoft Office Suite</li> <li>Understanding of basic networking protocols and principles.</li> </ul> <p>Ideally with knowledge of:</p> <ul style="list-style-type: none"> <li>The ITIL Framework</li> <li>ServiceNOW tool</li> <li>Active Directory Users and Computers</li> <li>The Book Industry and / or a Warehousing environment.</li> </ul>

Need to be capable of
<p><b>1. Personal Effectiveness and Professionalism</b></p> <p>Maintains a professional attitude and approach to work. Takes an ethical approach to internal and business relationships. Is aware of compliance and regulations as a framework for business activities. Produces consistent results both professionally and personally. Use of initiative and a proactive approach with drive to make a contribution. Focuses on achieving positive results contributing to team goals and the overall success of the business.</p> <p><b>2. Customer Focus (internal and external customers)</b></p> <p>Drive and motivation to meet or exceed customer expectations, Nurtures relationships by recognising and delivering on internal and external customer's needs and opinions. Makes customers and their needs a primary focus of their actions.</p> <p><b>3. Relationship Building/ Teamwork (incorporating Communication, Influencing &amp; Collaboration)</b></p> <p>Builds effective relationships through positive communication that motivates and influences others. A valued team member actively involved in achieving team objectives. Works cooperatively and flexibly with other members of the team. Effectively communicates relevant ideas or details of events in a way that enhances relations in the work environment. Successfully influences others to accept and support an idea/proposal/plan.</p> <p><b>4. Problem Solving</b></p> <p>Takes initiative to identify current and potential problems and determines the best possible solution. Involves and/or manages the people and resources required. Identifies the cause of problems and key issues through investigation; identifies effective, logical and practical solutions. Makes decisions in a timely manner and evaluates their effectiveness.</p>

# JOB DESCRIPTION



**I will conduct business in accordance with Macmillan’s Code of Conduct and raise any questions or concerns with my Manager, HR or Compliance.**

Signed by the job holder \_\_\_\_\_ Date \_\_\_\_\_

*With consultation this job description can be altered by management. Tasks included are not limited to those detailed above.*

*An electronic copy of this signed form should now be sent to your HR department*