Job Description

Job title	IT Service Central Delivery Analyst
Profession	Digital, Technology & Data Analytics
Band	F
Directorate	CIO (Information Technology)
Accountable to	IT Service Central Delivery Manager

Job Purpose:

The role contributes to improving organisational resilience and making SNG a great place to work by ensuring IT support tickets are resolved as efficiently and effectively as possible. Ensure the highest levels of customer focus, collaborative working and service excellence and being the first point of contact for end users to receive support and maintenance within the organisation's IT device, infrastructure and application landscape.

The role will troubleshoot problem areas (in person, by telephone, via e-mail or other messaging) in a timely manner ensuring clear and effective communication throughout the cycle of support, providing end-user assistance where required. Ownership for the escalation of incidents and problems to the correct resolving team that cannot be resolved by the service desk and still manage these to ensure end to end ownership, effective communication and timely resolution.

The role will act as part of the "transactional front door" for SNG's IT services, providing excellent customer service in all interactions with our colleagues, suppliers and our end user community. Work within our OLA's/SLA's and utilising service desk tools (ITSM system, knowledge system, monitoring etc), ensure all interactions are accurately logged, prioritised, categorised and resolved/assigned efficiently.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by IT Service Central Delivery Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Ensure all issues are accurately recorded in the IT service management system with correct summary, detail, categorisation and priority.

- Ensure all tickets are monitored and updated regularly with all relevant information, including the incident summary.

- Escalate/assign calls immediately when required (internally and/or externally), maintaining ownership and chasing where needed.

- Conduct initial diagnosis and implement fixes/workarounds/standard changes with the priority of restoring service as soon as possible and within SLA.

- Maintain awareness of all open issues as recorded in the IT service management system and through other communication channels in order to provide an excellent and informed service.

- Alert management and colleagues when appropriate to issues that require attention including where service levels are endangered or any concerns surrounding IT security.

- Ensure accurate and complete resolutions are added to all tickets upon resolution and that this information is transferred to knowledge management and/or AIDA for future reference.

- Contribute to work instructions / training / receiving management / transition management documentation for the service desk level.

- Support IT Service Local Delivery Analysts (where required) with the IT support service.

- Operate within a shift pattern / rota to enable colleague support to be provided at appropriate times as needed.

- Ensure the asset database is proactively maintained including asset movement, asset verification and asset incident management as well as onboarding, tagging and disposal of assets.

- Maintain confidentiality at all times in relation to business sensitive, personal and secure information gained through work.

- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.

- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.

- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.

- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Familiarity with working on an IT service desk / customer service desk (contact centre) through a variety of interaction methods (in-person, telephone, web-chat, email, digital assistant).

- Good understanding of hardware knowledge, especially with PCs, printers and other standard desktop/peripheral equipment.

- Ability to be office based and travel between SNG sites as required.

- Experience of troubleshooting and demonstrable problem-solving techniques.

Desirable

- Service Desk/Customer Service oriented certification/experience, for example ITIL v3 or v4 Foundation.

- Ability to provide technical advice and support to customers, relating to Microsoft Windows operating systems, Office 365 (including Teams and SharePoint), remote access, virtual desktops and telephony.

- Accomplished team worker with concentration on the effort delivered as a team; assisting colleagues when required.

- Knowledge of MS exchange basic administration which includes mailbox quotas, mail stores etc.

- Knowledge of Apple/Android devices and their setup.

- Knowledge of ITIL Service Operations.

- Experience of supporting a Windows (Client/Server/Cloud) environment.

- Good understanding of the Azure environment (Entra, Intune).

- Experience of using remote desktop including remote access tools such as TeamViewer.

- Working knowledge of VOIP Telephony.

- Basic networking knowledge; DHCP, cabling, routers, switches.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4255	Steven Barber	23/08/2024	
2.0	4255	Steven Barber	22/11/2024	