Job Description

Job title	IT Service Local Delivery Analyst
Profession	Digital, Technology & Data Analytics
Band	E
Directorate	CIO (Information Technology)
Accountable to	IT Service Local 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. Work within operating & service level agreements (SLA) and utilise service desk tools (ITSM system, knowledge system, monitoring etc), ensure all interactions are accurately logged, prioritised, categorised and resolved/assigned efficiently.

The role will provide local IT systems support, training and advice to SNG colleagues, and be responsible for the development, maintenance and operation of the organisation's devices, infrastructure and applications, as well as assist in the application of the group IT strategy.

The role will provide support for end user computing across all SNG locations. Act as an escalation point for the central IT service delivery team as well as providing local hands-on support for the wider CIO teams. Ensure the highest levels of customer focus and collaborative working to proactively resolve incidents and problems that are escalated or when being the first point of contact for end users to receive support and maintenance within the organisation's IT device, infrastructure and application landscape.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

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

Key Accountabilities:

- Ensure all tickets are promptly assigned or resolved in the IT service management system and where required, summary, detail, categorisation and priority are corrected to reflect the issue.

- Conduct secondary 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 delivery level.

- Champion the Tech Bar service. Ensuring this is adequately manned within the agreed service hours.

- Ensure daily checks and tests are carried out on all AV suites in all core offices (for example, Greenham, Sovereign House, and The Hive).

- Provide enhanced support as needed for executive board members (EB), non-executive directors and the senior leadership group (SLG) for on and off-site meetings and in relation to local IT support needs.

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

- Specifically with the AV and printing services, work closely with suppliers to ensure our services are promptly supported, maintained and up to date. Escalate to line management where the service is not being provided.

- 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 your role.

- 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

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

- Demonstrable experience working within an IT service desk or IT technical team through a variety of interaction methods (in-person, telephone, webchat, email, digital assistant).

- Experience of troubleshooting and demonstrable problem-solving techniques.

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

- Ability to be office based and travel between SNG sites as required, holding a full and valid UK Driving Licence with your own vehicle.

Desirable

- Experience in a service operations or service support role within a large organisation.

- Confident and enthusiastic approach in delivering basic user training to ensure end users make the best use of our AV services.

- Ability to work as part of a team and assist colleagues when required.

- Self-motivated with the ability to work without direct supervision in remote locations.

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

- Knowledge of Apple devices and their setup (Apple Business Manager and DEP).

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

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

- 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, Audio Visual and telephony.

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

- Working knowledge of VOIP Telephony.

- Good understanding of networking principles and configuration; 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	4258	Steven Barber	23/08/2024	