JOB DESCRIPTION

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| **Job Title** | 1st Line Service Desk Analyst | **Department** | IT Department |
| **Reporting To** | IT Service Desk 1st Line Co-ordinator | **Location** | Luton/Borehamwood |

**Line Manager and Budgetary Responsibilities**

Direct reports: IT Service Desk 1st Line Co-ordinator

Indirect reports: IT Service Delivery Manager

Budget managed: Head of Service Delivery

**Key working relationships**

Internal: 2ND Line, Field engineers, Network & Infrastructure, EUC, Users

External: 3rd Party Vendors

**Job Purpose**

**Do you have exceptional customer service skills and a passion for IT? If so, join Elysium Healthcare's team at Head Office as 1st Line Service Desk Analyst.**

You will provide 1st line support professionally and efficiently, and work within our expanding team of engineers. While also maintaining a high degree of customer service for all support queries, working towards a 1st time ticket closure.

The role provides technical support to over 8000 colleagues throughout more than 80 hospitals and care homes and head office functions in England and Wales, while also maintaining a high degree of customer service for all support queries and ensuring that all SLA’s and ITIL v4 are met.

**Key Responsibilities**

* Handling 1st line technical support queries professionally and efficiently
* Maintaining a high degree of customer service for all support queries and ensure that all SLA’s are met
* Exceptional communication skills and takes an analytical approach to problem solving
* Support users in the use of hardware equipment
* Provide users with understandable advice to avoid recurring issues
* Maintaining that internal SLA’s and ITIL v4 processes are followed
* Working to an expected set of standards outlined in a service desk Handbook
* Assisting with documentation to be stored within our knowledge base
* Assisting the Service Desk Manager & Head of Service Delivery with any escalation requests
* Escalating to wider IT support teams where necessary
* Undertaking ad-hoc requests as directed by line manager & Head of Service Delivery

**Key Accountabilities**

* To work effectively and productively with all other levels of IT support
* Take ownership of user’s problems until resolution stage
* Accountable for logging all calls on the tickets system to a professorial standard and maintain full documentation
* To allocate more complex service issues to the relevant member in IT Department
* Ensure CMDB and asset register is kept up to date
* Prioritise incidents based on impact and age

**Health, Safety and Security**

Maintaining and promoting the health, safety and security of everyone in the organisation, or anyone who comes into contact with it, either directly or through the actions of the organisation.

* Follow organisational policies, procedures and risk assessments to keep self and others safe at work
* Help keep a healthy, safe and secure workplace for everyone
* Work in a way that reduces risks to health, safety and security
* Know what to do in an emergency at work, knows how to get help and acts immediately to get help
* Reports any issues at work that may put self or others at a health, safety or security risk

**Safeguarding Including Prevent**

All employees have a responsibility for the safeguarding of patients and service users within Elysium Healthcare. Employees have a duty to attend the training provided by Elysium Healthcare regarding Safeguarding Adults, Safeguarding Children and Prevent. Employees must make themselves familiar with the types of abuse, the signs that abuse has taken place and the definition of a vulnerable adult. Employees will report all safeguarding incidents to their line manager and use the IRIS document to record all the required detailed information.

It is the responsibility of every person to:

* Take appropriate action where concerns are identified
* Act in a way that safeguards the wellbeing and interests of all service users, employees and visitors.
* Ensuring the confidentiality, security and accuracy of data, information and compliance with regulatory guidelines and statutory requirements
* Support the delivery of evidence-based service user care and treatment. Ensuring that any relevant training is undertaken, and supervision is used appropriately

Prevent is about supporting and protecting those people that might be susceptible to radicalisation, ensuring that individuals and communities have the resilience to resist violent extremism. Prevent aims to reduce the number of people becoming or supporting violent extremists and is part of the UK’s counter-terrorism strategy. It is the responsibility of all staff to be aware of the risks of radicalisation, and to respond appropriately by reporting to their line manager if they have any concerns.

**Diversity, Equality & Inclusion**

It is the responsibility of every person to act in ways that support diversity, equality and Inclusion.

Diversity, equality and Inclusion are related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees and people in other organisations.

* Acts in accordance with legislation, policies, procedures and good practice
* Treats everyone with dignity and respect
* Allows others to express their views even when different from one’s own
* Does not discriminate or offer a poor service because of others’ differences or different viewpoints

**Our Values**

It is the responsibility of every person to act in ways that support Elysium Healthcare’s KITE values:

**Kindness** - Always act with kindness and empathy towards service users, staff, external professionals and visitors.

**Integrity** - Be open and honest, maintaining your integrity and supporting others to maintain theirs at all times.

**Teamwork** - Work harmoniously with your colleagues, support each other and encourage effective teamwork.

**Excellence** - Strive for and promote excellence in everything you do, with improving the service user experience at every opportunity.

Person Specification

*All criteria are essential unless indicated as desirable (D).*

Job Title: 1st Line Service Desk Analyst

**Please note:** Applicants must demonstrate, in their application form, that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

**Knowledge and Skills**

* Knowledge with using and troubleshooting Outlook within a network environment (permissions, calendar sharing & delegation) is essential
* Knowledge of Active Directory (ADManager Plus) & Exchange Server, Intune and Azure.
* Knowledge of Microsoft based operating systems with emphasis on Windows desktop technologies (Windows 10/11)
* Knowledge of Printer setups & maintenance is essential
* Professional approach towards duties and colleagues is essential
* Very strong communication and interpersonal skills is essential
* Time management and multitasking ability is essential
* Attention to detail is essential
* Ability to learn at a fast pace is essential
* Knowledge of PC hardware set-up is desirable
* ITIL v4 Foundation is desirable

**Experience**

* Experience working on service desk using ITIL v4 is desirable
* Networking Experience (LAN, WAN & Wi-Fi)
* Experience using and troubleshooting MS Office Suite

**Other Requirements**

* Flexibility in working hours and location, as per contract of employment.
* Able to attend meetings and events outside of normal working hours if required OR able to travel to a number of locations and to attend meetings outside normal working hours.

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the department programme. The post-holder may be required, from time to time, to undertake other duties commensurate with the salary and job role requirements.

***Pre-employment checks will be required for the role.***

**To be completed by the Reward Team, after job evaluation has been completed**

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| **Job Title** |  |
| **Grade** |  |
| **Job Family** |  |