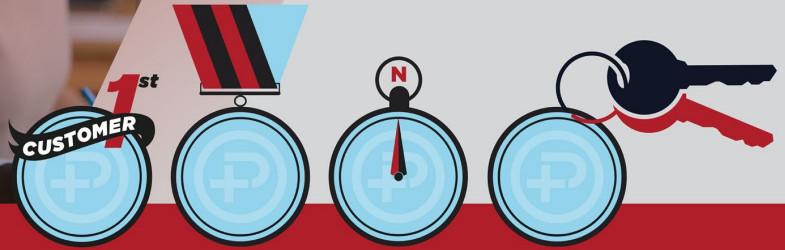


**“We change lives.
One individual at a time.
And in the same way, we’re
going to change society.”**



Job Description

JOB TITLE: Service Desk Analyst

DEPARTMENT IT

CAREER GROUP Delivery

DISCLOSURE LEVEL Basic





MAIN PURPOSE OF THE ROLE:

To deliver an excellent service to internal and external customers using IT applications that are supported by PeoplePlus.

KEY RESPONSIBILITIES

- Delivering a timely customer service on application issues to agreed OLA's and SLA's within the business whilst working as part of a team.
- Experience working on a Service Desk within a busy customer focused environment.
- Experience of supporting MS operating systems and software
- Working experience with Active Directory.
- Skilled in supporting SaaS applications
- Experience of providing technical problem analysis and resolution of client issues with the aid of available Service Desk tools (e.g. Remote Support, FAQs, Troubleshooting Guides, and Knowledge base articles).
- Strong knowledge of ITIL - ITIL Foundation v4 certificate desirable.
- Incident Management experience – including managing customer expectations and communication.
- Aptitude for learning software and systems quickly and with minimal instruction.
- Able to work both independently (with minimal supervision) as well as part of a team environment.
- Self-motivated achiever who gains satisfaction from providing excellent customer service.

| PERSON SPECIFICATION | | |
|---|-----------|-----------|
| Requirement | Essential | Desirable |
| Education and Training | ✓ | ✓ |
| ITIL V3 | | ✓ |
| Skills, knowledge and abilities | | |
| Skilled in supporting SaaS applications | ✓ | |
| Strong knowledge of ITIL - ITIL Foundation v3 certificate desirable. | ✓ | |
| Able to work both independently (with minimal supervision) as well as part of a team environment. | ✓ | |
| Self-motivated achiever who gains satisfaction from providing excellent customer service | ✓ | |
| Customer focused | ✓ | |
| Aptitude for learning software and systems quickly and with minimal instruction | ✓ | |
| Strives for service excellence | ✓ | |
| Experience | | |
| Experience working on a Service Desk within a busy customer focused environment. | ✓ | |
| Experience of supporting MS operating systems and software | ✓ | |
| Working experience with Active Directory. | ✓ | |
| Experience of providing technical problem analysis and resolution of client issues with the aid of available Service Desk tools (e.g. Remote Support, FAQs, Troubleshooting Guides, and Knowledge base articles). | ✓ | |
| Incident Management experience – including managing customer expectations and communication. | ✓ | |

| DEMONSTRATE THE PEOPLEPLUS TRADEMARKS | | Essentials | Desirable |
|---|--|------------|-----------|
|  | Customer First - Helping our customers improve their lives is our 'why'. | ✓ | |
|  | True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do. | ✓ | |
|  | Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it. | ✓ | |
|  | Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best. | ✓ | |