

1. Job details	
Job title	IT Service Desk Support Analyst
Salary band	Band 5
Accountable to	IT Service Desk Manager

2. Job summary
To provide first line support on the systems used by the St John Ambulance community, within agreed service levels and with a constant focus on customer service and satisfaction. The role will require variable start and end times according to the IT Service Desk rota to meet the needs of the business.

3. Main duties and responsibilities	
1	To act as the first point of contact for members of the St John Ambulance community requiring IT support and resolve reported support requests to the end users satisfaction, using approved methods, tools and procedures and in accordance with the agreed timescales published within the SLA.
2	To accurately diagnose (where possible), log, categorise and prioritise unresolved tickets (according to the defined procedures) in order to provide an efficient and timely service to the end users.
3	To ensure that all actions taken to address the support request are recorded in the IT Service Management system and customers are provided with regular and timely updates on their outstanding tickets.
4	To resolve support requests where appropriate, and ensure prompt escalation to 2 nd and 3 rd line support teams when necessary, including 3 rd party suppliers.
5	To ensure that tickets assigned to the IT Service Desk are resolved within the agreed timescales according to the SLA.
6	To provide technical support for the St John Ambulance desktop systems (Windows 7, Office, Outlook) and business applications (including MIS, SAP, SJA Connect).
7	Bring potential problems to the attention of the IT Service Desk Manager by observing Incident trends.
8	To ensure that Significant Changes, which will be required to resolve an Incident, are discussed with the IT Service Desk Manager first and that Major Incidents (e.g. service outages) are immediately escalated to the IT Service Desk manager.
9	To contribute towards the maintenance and upkeep of the IS&P knowledgebase, including documented procedures, processes and known workarounds.
10	Helping all users to adopt best practice in-line with the IT Code of Practice
11	To comply at all times with relevant security, privacy and data protection standards.
12	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Microsoft Certified Professional or A+ qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
SDI Service Desk Analyst	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
ITIL v3 Foundation certificate – Willingness and ability to attain within first 4 months of employment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Experience			
Previous experience of working on an IT Service Desk and using call logging software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working with Microsoft operating systems such as Windows XP and Windows 7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working with Desktop applications including Microsoft Office 2003/2007	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working in a busy environment involving face to face contact as well as on the phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working knowledge of the ITIL processes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels: listening, written and verbal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to organise and prioritise work with attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good customer service skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to adapt to a changing environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Business focus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good troubleshooting skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to positively contribute to the work of the team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to improve on current skills sets and keep up to date with relevant technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to undertake site visits as required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

Job description and person specification

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Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: CN	Date of preparation: 28/08/2014
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