

# SERVICE DESK TECHNICIAN

## JOB DESCRIPTION

2019



<b>Job title:</b>	Service Desk Technician - G2	<b>Version date:</b>	March 2020
<b>Business area:</b>	IT	<b>Salary range:</b>	Starting from £20,000, depending on experience
<b>Full / Part time:</b>	Full Time	<b>Contract:</b>	Permanent
<b>Reporting to:</b>	Mark Starling	<b>Location</b>	Ipswich

### Purpose

- The Service Desk Technician will report into the IT Systems Manager and will work as part of a centralised IT Service Desk Function with the primary role of restoring “normal service” to users as quickly as possible and act as the single point of contact for all IT related queries. The successful candidate will have proven technical skills from prior experience in an enterprise 1<sup>st</sup> line support role and will possess excellent communication skills, attention to detail and the ability to work calmly under pressure.

### Responsibilities:

- Provide a single point of contact to the business, third parties and stakeholders for all IT related queries, accurately logging these queries, to ensure a high level of service can be offered to our customers and ensuring that users are kept informed of progress. Ensuring that difficult and sensitive situations are addressed with sympathy/empathy in order to resolve challenging requests.
- Investigate, resolve and document incidents, service requests, problems and events within the Suffolk Life IT systems to ensure high availability and efficient running of IT systems for the business. Liaising with Third Party support and/or escalating issues as appropriate where these cannot be resolved within required timescales or with currently available skills.
- Provide first line investigation, diagnosis, escalation and resolution of incidents and service requests in line with documented procedures to ensure high availability and efficient running of IT systems for the business.
- Analyse data, logs and errors messages to identify faults, undertake investigations into faults and effect corrections as needed.
- Understand and apply all process controls in order to ensure all activity in the role is fully compliant with requirements.
- Generate and format reports to provide relevant metrics of team performance to meet management and SLA requirements.
- Monitor the day to day background processes of IT systems to ensure effective running and events are collected/logged effectively.
- Provide technical and training based support for users to assist them in obtaining the best they can from the IT services provided.
- Maintain standards within and around the IT support function (including TCF and security policies).
- Maintain IT equipment and operational records efficiently and accurately to enable effective support of systems by the IT support function.

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- Understand the commitments that are made about the level of service provided by IT to its customers to ensure the area is capable of meeting those expectations.

## Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent) to include English and Maths (essential)
- ITIL Foundation, BCS Foundation Certificate in VeriSM or equivalent experience
- Any Microsoft, Cisco or Linux based certifications advantageous

## Knowledge

- Company structure: Understand the company structure to assist in the effective request handling and authorisation
- Industry: A broad understanding of the Financial Services industry to assist in prioritisation of requests and ensuring that service levels address regulatory and legislative requirements
- IT Infrastructure: Broad understanding of the concepts of networking, servers, clients, applications and communications
- IT Service Operations Clear understanding of the concepts and principles of IT Service Operations to ensure that requests are appropriate and correctly allocated
- Service Desk: Detailed knowledge of the IT Service Desk function and its operation in the provision of IT services.

## Skills and Experience

- Communication - Clear, accurate, effective and timely communication in writing and verbally with all customers, suppliers and colleagues
- Teamwork - Able to work effectively and collaboratively with colleagues and peers
- Prioritisation - Effectively prioritise requests/workload to ensure that they are dealt with in order of priority.
- Delegation - Able to effectively delegate work to colleagues and escalate issues as required
- Accuracy - Excellent accuracy and attention to detail throughout all aspects of the role
- Problem solving - Ability to collect relevant data to enable simple problem solving in line with procedure or support the process for peers
- Questioning - Understand and apply the need to question when things are not clear
- Data analysis - Ability to collect, compile and analyse data from multiple sources to assist in resolving issues and the reliable running of IT systems
- Tolerance of pressure - Able to work effectively and calmly during brief periods of high pressure such as disaster recovery
- Time management - Excellent time management to ensure all aspects of the role are given adequate focus to deliver the required service levels

## Treating customers fairly

- Understand the commitments that are made about the level of service during the marketing and sales processes to ensure the area is capable of meeting those expectations.
- Consider the needs of the particular target markets for products and tailor the service proposition to meet those needs effectively.
- Ensure customers are provided with the relevant information at appropriate times throughout the life of products to enable them to manage their reasonable expectations regarding the potential future benefits available.
- Ensure customers have sufficient information to enable them to understand when advice may be required and, where appropriate, ensure customers have access to suitably qualified advisers

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- Analyse feedback from all sources to ensure that customers' reasonable expectations of performance and service are met and where failings are identified; provide information to relevant areas to enable changes to be made.
- Organise and manage the provision of service to give sufficient priority and opportunity to customers wishing to change product, switch provider, submit a claim or make a complaint.

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- Amazing Pension contributions from the business
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