Job Description

DeLaRue

Job Title: Helpdesk Analyst	**Division:** Authentication
Reporting to: Customer Care Manager	**Function:** Service Delivery
Location: Dubai	**Job Grade:** F9
Travel (Frequent/Some/None): None	

1. ROLE PURPOSE AND SUMMARY

The Help desk role is to provide 1st line support and guidance to ensure requests, issues, orders, and complaints are recorded, categorised, prioritised and resolved in compliance with agreed service levels. You will need to enjoy working as part of a team with an excellent telephone manner and take pride in the work you deliver. Where possible, a first-time fix should be provided through the use of excellent questioning skills, tools and knowledge bases, working to clearly defined ITIL processes.

The role includes trending of incidents, supporting investigation into root cause, order management and creation and analysis of reports.

As primary contact will be from the Customer community a high level of professionalism is paramount.

2. DIMENSIONS AND REPORTING LINES (number of reports and financial values)

- This position does not have any direct reports.
- This position will report into the Customer Care Manager.

3. KEY ACCOUNTABILITIES

Individual

- Act as single point of contact for all engagement with the Customer community
- Accurately record all requests and incidents in the Service Management tool, assess impact and urgency, complete 1st line diagnostics and provide a First Time Fix where appropriate.
- If a First Time Fix cannot be reached, assign to the appropriate group for resolution Monitor incidents trends for repeat incidents and proactive incident management.
- Understand and implement escalation procedures if an incident has the potential to breach SLA
- Proactively manage updates to all parties with Incident/Request statuses through to resolution and to the customer's satisfaction.
- Maintain high levels of incident ownership through the incident lifecycle to a satisfactory Customer resolution
- Support the Problem Management function in the root cause analysis of incidents.

- Provide end user training and support during and after the on-boarding process and educate users on appropriate use of the available services
- Actively contribute to and support in the creation of, Knowledge articles, Operating procedures, work instructions and as required for the role.
- Preparation of regular and adhoc reports as determined by the Customer (daily, weekly, monthly)
- Timely response to ad-hoc data/analysis requests, according to business priorities; includes preparation of datasets for further processing and analysis of outputs
- Accurately implement order entry including the ability and willingness to learn specific order management procedures
- Analytical thinker, able to work with large sets of data to standardise and validate information with excellent attention to detail. Ensure the processing, planning and prioritisation of customer orders is based on the Customer's procedures.

Common to all roles

- To ensure full participation in the performance development review (PDR) process and maintain an up-to-date record of all training and development activities/programs

- To always act and behave in a way compliant with all De La Rue company guidelines and policies, especially those relating to values and behaviours, environmental health and safety, ethics, and codes of conduct, as it is through living our values that we strengthen the culture of our business and demonstrate our understanding of our Code of Business Principles. Further information on our company values can be found in our "Living the Values" guidelines

4. CAPABILITY (qualifications, experience, and skills)

- Fluent in Arabic and English is essential (written and verbal)
- Strong customer-service orientation with a confident and enthusiastic approach to work
- Positive outlook, demonstrating patience, excellent listening and questioning skills.
- ITIL v3 Foundation or working within an ITIL Service Support framework (Incident, Problem, and Change) is desirable but not essential. Basic knowledge of an IT Service Management System tool (Remedy, HP Service Now, Hornbill, Heat, Peregrine).
- 'Can do' attitude with the desire to learn.
- Experience of using data visualisation tools such as Power BI, Tableau or similar would be of benefit to this role.
- Microsoft Active Directory (users/computers) experience and/or experience of using network and IT monitoring tools is advantageous
- MS Office 2007 (or later) user knowledge.
- Knowledge of order-take systems or SAP is beneficial or have the ability to learn and adapt to bespoke systems and processes.
- Able to work to strict Policy and Procedures and desire to ensure consistency in approach to all tasks.

Job Holder: ……………………………………………………… Date: …………………………………

Manager: ………………………………………………………… Date: …………………………………