bpha ROLE PROFILE

JOB TITLE:	Senior Service Desk Analyst
REPORTS TO:	Head of IT Service & Compliance
POSITION LEVEL:	Technical/Specialist Higher
JOB PURPOSE & ACCOUNTABILITIES	To be responsible for configuring and managing both the workstation and mobile devices operating systems that are necessary to support the running of the business. Work with the Infrastructure, Business System teams and the Head of IT Service looking at continuous ways to improve system stability, security and to maintain a proactive approach to vulnerability management across the bpha IT estate. Assist in delivering the organisations Strategic and IT plans to meet the business short and long-term objectives.

KEY RESULT AREAS	MEASURES OF SUCCESS
To maintain a high degree of customer Service for all support queries and adhere to all service management processes (Incident, Change and Problem Management)	• Service Desk calls are investigated and resolved within agreed SLA and actively resolving the on hold and aged tickets.
Be a point of escalation for more complex support tickets and manage escalations to other 3rd line support to maintain SLA targets. Also provide 1st line technical mentoring and training	• Escalated calls are promptly managed within agreed targets, ensuring all relevant troubleshooting information and resolution details are captured to assist with future occurrences.
To follow the Incident, change and problem Lifecycles for assigned IT tickets, where appropriate.	• To ensure that all requests for support are logged on the Service Desk ticket logging system with sufficient detail and update information.
Provide a high degree of communication with all customers.	• Ensure that customers are kept up to date during the lifecycle of a ticket or a project task via the appropriate tool (Phone, Email, SMS etc.)

Perform regular operating system maintenance when required on bpha assets, including following vulnerability management processes to ensure IT Compliance and security is maintained.	• Devices are up to date with relevant software drivers, licensing, patches to ensure optimal performance and security poster.
Create and update technical processes in the IT Knowledgebase.	• Knowledge Database is updated and maintained with the latest procedural documentation on current hardware and software.
Create and update software Asset Management Database items including auditing and tracking assets.	• Asset management database is updated and maintained with the most recent software deployment to users and the bpha estate
Create change requests for approval and represent changes in Change Board.	• Change requests are successfully approved by CAB members.
Ensure control & stability of workstation estate by implementing Intune management.	• By use of Intune management console.
Cyber essentials compliance checks in accordance with prescribed timelines for audit and yearly checks.	• Confirmed by cyber essential pre audit checks.

Ensure mobile device estate is fully compliant with industry recognised IT framework.	• To be confirmed by Pre-Audit checks.
Technical Project lead for service desk, utilising resources from SD and ensuring needed changes ae completed within prescribed deadlines.	• Measured by ITSM metrics, project timelines and Head of IT Service.
Hardware lifecycle management and ensuring the business remain compliant with estate hardware to ensure security compliance.	• Measured by Security Tools and pre-Audit checks.

PERSON REQUIREMENTS – ESSENTIAL, unless specified as DESIRABLE:

Key Skills and Attributes

Excellent communication skills – both written and verbal (E)
Ability to diagnose and resolve problems / troubleshooting technical issues (E)
Professional working attitude (E)
Self-motivated (E)
Document technical processes and provide where appropriate training for peers (E)
Able to manage a high and varied workload (E)
Ability to add value to processes and system use through rationalisation or suggestion of improvements (E)

Knowledge and Experience

Experience of working in a customer facing environment (E).
Experience of working with KPI and Service Desk tools (D)
Proven experience within Service Desk or Supporting role (E)
Experience of deploying Windows 11, supporting and managing business applications (E)
Experience of deploying builds using tools like SCCM and InTune (E)
Experience of working with On-prem and Cloud based applications, Orchard, Citrix, Dynamics, Genesys (D)
Experience of working with Printing software and Print Anywhere solutions (D)
Experience of Project managing deployments, technical solutions, upgrades (D)

Qualifications or training required (or appropriate demonstrable experience)

Microsoft Certified Technical Specialist (E)
Customer Service qualification (D)
ITIL qualification (D)

VALUES AND BEHAVIOURS:

We take
responsibility

We are
better together

We show
empathy

We are
ambitious

We take responsibility

- We always do what we say, when we say we will

- We are accountable for what we do and sometimes, what we don't do

- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards

- We achieve more with others, inside and outside bpha

- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer

- We listen and make sure we understand

- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways

- We will make a positive difference for more people

- We are committed to excellence and being the best we can be

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.

DATE LAST REVIEWED:	**March 2025**