

Greatwell Homes	
Job Description	
Post Title:	IT Service Desk Analyst (ID0038)
Responsible to:	IT Service Desk Team Leader
Responsible for:	N/A
Main purposes of the Job:	
<ul style="list-style-type: none"> <li>• Provide a pro-active, customer focused and effective service to customers of IT Services.</li> <li>• Act as the first point of contact for the service users who contact the IT Service Desk. Answering incoming calls, logging all information on the Service Desk, and using knowledge and expertise to resolve first and second line requests to meet / exceed agreed timescales as defined in the SLA.</li> <li>• Identify and escalate unresolved incidents, problems or requests to the second and third line support team.</li> <li>• Provide desktop support and troubleshoot basic end user issues on applications, hardware and network systems.</li> <li>• Support the administration of all ICT systems and documentation including, maintenance, fault finding and user profile management.</li> </ul>	
Key Achievement Areas:	
Support	
Respond to and log questions, providing first and second line support, for all users on all ICT systems.	
Become familiar with and provide technical support and user management for key applications such as: Orchard Housing, PIMSS, Open Accounts, Microsoft Office.	
Investigate anomalies with the key applications and work with suppliers to identify and resolve issues.	
Assist the IT and Finance team with Invoicing, Purchase Ordering management, including GRN and chasing third parties.	
Using Financial systems such as Ebis and Open Accounts to track and monitor vendor payments and invoicing.	
Provide first and second line support to remote users and mobile devices	
Follow the company's escalation procedures to ensure prompt response on all 3rd party supported systems.	
Provide advice and user training on the system process operation as required, including IT induction training for all new starters.	
Develop user manuals to support the delivery of training to all users.	
Develop, train, support and sustain a network of 'expert users' across the business to ensure effective use of systems and applications within key service areas.	
Carry out any other duties that are reasonably assigned by the supervising manager.	
System Administration and Service Provision	

Ensure that all starters are created with the correct security access to the network and applications. De-activate leavers and manage their data before deleting access completely.
Manage provision and configuration of telephones (office based and mobile).
Collate and maintain system documentation such as asset registers, license registers, network diagrams, applications or documentation created by other members of the IT Services team.
Administer the e-mail system to ensure all users have access to e-mail and that quotas and archives are maintained.
Monitor the network performance and highlight any anomalies.
Monitor the ICT systems and report when new patches or upgrades have been released by suppliers.
Ensure systems routine maintenance is carried out.
Set up and configure new equipment with appropriate applications including Office products and security utilities such as antivirus.
Configure system parameters including printer setup, mail merge and data import routines.
Administer and configure the companies Office 365 environment and SharePoint.
<b>Corporate Responsibilities</b>
To promote the organisations corporate values actively and effectively.
Play an active role in contributing to effective cross team working/departmental projects and provide cover for colleagues as required.
To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
To ensure regulatory compliance and effective risk management within your role in line with the Risk Management Framework.
To uphold the Association's commitment to Equality and Diversity.
To be aware of your personal responsibilities regarding the Health and Safety at Work Act and ensuring that the Associations Health & Safety policy is adhered to in all aspects of your work.
Act at all times within the organisation's rules, policies, procedures, standing orders, financial regulations and Code of Conduct.
<b>Other</b>
<p>This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. The post holder may be expected to:</p> <ul style="list-style-type: none"> <li>• To carry out other duties not specified in the job description that are commensurate with this position, as requested from time to time</li> <li>• Occasionally work outside normal office hours to attend meetings and/or respond to out-of-hours emergencies</li> </ul>
Job Descriptions 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 Association.

### Person Specification – IT Service Desk Analyst

	Essential	Desirable	How Assessed*
<b>Qualifications</b>	GCSE education or equivalent through relevant training/experience.	ITIL V4	
<b>Experience</b>	Experience of working in an IT systems support/administration role	Knowledge of the Housing Sector	
	Experience of delivering customer services		
<b>Skills/ Knowledge/ Behaviours</b>	Strong customer focus with a friendly and helpful attitude and ability to work well with others.	Intermediate skills in Business Objects report writing	
	Good telephone skills and an ability to provide technical support over a variety of media.	Knowledge of working with and supporting SharePoint Online.	
	Problem solving skills, able to visualize and resolve a problem or situation.		
		Experience of working with Purchase Ordering, GRN's and chasing third parties to ensure invoices are correct.	
		Experience with financial systems such as Ebis, Open Accounts	
	Good numerical and analytical skills and an ability to understand and interpret information		
	Ability to manage a diverse workload and ensure effective recording of decisions made.		
	Resilient and able to work to tight deadlines, with competing priorities in a pressured environment.		
	Capable of prioritising workload and remain proactive during less busy times.		
	Strong administration and system skills		
	Skilled in the use of Microsoft Office software (Word, Excel, Outlook etc.).	Office 365 experience	
	Ability to learn new skills related to IT	Understanding of new mobile technology	
	Ability to share IT knowledge and up skill/train colleagues in the use of IT systems and applications.		

Other	Willingness and able to work a flexible working week including occasional weekends, evenings and providing on call support on a rota'd basis		
	Basic Disclosure Barring Service (DBS) Statement (acceptable to Greatwell Homes)		

\* A = Application

\* I = Interview