

# Role Profile



<b>Role</b>	Service Desk Analyst	<b>Location</b>	Homebased, Nationwide UK
<b>Accountable for</b>	Business Systems Support	<b>Accountable to</b>	Service Desk and Infrastructure Manager
<b>Core Anchor Level</b>	Support	<b>Travel</b>	Not required for this role
<b>DBS check</b>	Not required	<b>Salary   Grade</b>	Circa £30,500 per annum   Grade D
<b>Contract Type</b>	12 month fixed term	<b>Hours</b>	35 Hours per week

## Overall purpose and impact

To ensure that all users who require support in the use of the various technologies and equipment are given and that all incidents and requests are triaged to a satisfactory resolution for all stakeholders involved. Maintenance of all assets and maintaining all documentation/software that is under the remit of the Service Desk.

<b>Responsibilities</b>	<b>Measured through delivery of</b>
Act as the first point of contact, providing local and remote users with technical support and requests	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Log all support and request queries on the Stroke Associations service management system	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Maintain and ensure we have accurate record of information; ensuring an up-to-date log of each incident or request that is reported and assigned to the role is maintained, including the category/type of incident. Incidents need to be organized and prioritized based on the level of disruption that they cause.	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements

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Ensuring user queries or issues are validated and triaged for further processing.	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Analysing for correct prioritization, classification and providing initial support	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Providing ownership, monitoring, tracking and communication of incidents	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Resolve / close incidents and service requests.	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Keeping users and the service desk informed about incident progress	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Repair and replace computer hardware and resolve hardware related issues, laptops, desktops, phones, and other peripherals as required	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Work with the team to ensure we are secure by design in all technology activities and that users only access resources they are allowed to.	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Maintain the Asset Register, with the service desk having overall responsibility for all of the organization's desktop, laptop and mobile device hardware, software and peripherals.	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements
Carry out other duties as requested from time to time	Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements

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<b>Person Specification – below is listed all of the essential / minimum criteria for the role</b>
Recognised professional and academic qualifications in technology, or electronics, with specialised knowledge of IT systems and their development
Willingness to undertake training and continuing professional development
Significant direct experience of Service Desk operations
Good understanding of Microsoft technologies
Good understanding of computer hardware
Good understanding of software applications
Good understanding of mobile technologies
Good understanding of network design and TCP/IP
Play a direct role in fixing a client's incidents, request and problems
Ability to devise technical and original solutions to user problems
Strong communication skills / capabilities, documentation, note taking and the ability to understand the best way of communication with various users. Capable of walking users through the stages they can take to fix software and hardware problems
Excellent time management and should be able to set priorities when covering multiple issues
Working with other IT personnel to resolve user issues, strong collaborative skills to collaborate with team members and coworkers
Ability to demonstrate an understanding and commitment to our corporate values
To be committed to the principles of equal opportunities and diversity
To have an understanding of Stroke
Good level of literacy/written communication skills

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Good level of verbal communication skills
Professionalism and integrity