

Job Description

Job title:	Junior Service Desk Support Analyst
Group:	Finance & Corporate Services
Dept/Project/Service:	Information Technology (IT)
Reports to:	Global IT Service Operations Manager
Responsible for:	N/a
Usual office base:	Reading
Grade:	9

Job purpose:

To support Education Development Trust in delivering outstanding, sustainable education solutions by providing a responsive first line service by phone and email aiming to achieve a first-time fix, providing an efficient and customer focused IT Service to all Education Development Trust staff, whilst ensuring that all service level agreements (SLA's) are adhered to.

This role will work with customers, other Service Support Analysts and Internal IT support staff to provide a customer focused IT Service with high-levels of customer service.

Job objectives:

1. Respond to calls and e-mails for assistance made to the IT Service Desk, and log all calls using the call logging system and where possible resolve support calls from all Education Development Trust staff, including remote offices and home based users in accordance with agreed SLA's and current procedures as a first time fix event.
2. As Junior Service Desk Support Analyst, you will be responsible for handling incoming calls (via phone or email), ensuring all key information is accurately captured within the ticket and performing service requests raised to the team including accounts set up, software installations etc.
3. Prioritise calls and, if necessary, assign them to other teams with accurate and precise information for further investigation to enable problems to be dealt with in a timely and appropriate manner.
4. Manage outstanding calls and follow up completed incidents to ensure staff are satisfied and receive a quality service that meets the targets of the SLA.

5. Providing a central point of contact for all IT queries, take responsibility for any calls received and liaise with external suppliers where necessary to resolve support tickets.
6. Create and maintain IT support documentation where missing or incorrect and inform team members and users if required and ensure solutions are added to the IT knowledge base.
7. Take receipt of all desktop equipment into IT and maintain the asset database to ensure that all new and moved equipment is recorded and ensure other IT staff keep the database up to date with moves and changes and are tagged.
8. Set up new starters and ensure leavers are dealt with efficiently.
9. Install and deploy laptops using Education Development Trust standard images that have been provided and tested by the IT Infrastructure team.
10. Maintain a high degree of self-management but ensure workload issues are escalated where necessary to the wider team and/or line management.

Scope:

This role is based in the Reading Head Office but may be required to undertake occasional travel with equipment to other UK sites within Education Development Trust.

The role-holder will be required to work shift work on a regular pattern of 8:00 am – 05:00 pm (Monday to Friday). Flexible working will also be required including some out of hours.

The Junior Service Desk Support Analyst will be called upon to support staff based in other Education Development Trust locations and home workers.

Person specification:

Knowledge

Essential:

- Keen interest in IT with some basic knowledge of hardware and software gained either through education or work experience

Desirable:

- Knowledge of Windows 10, Microsoft Office 365 and other common software packages
- Some knowledge of Microsoft Active Directory user administration

- Some knowledge of a wide range of mobility solutions and hardware (laptops, desktops etc) such as: HP, Dell, Lenovo, Apple, Android, Samsung etc
- Working in a customer service environment
- ITIL awareness

Experience

Essential:

- Experience of working in an IT support capacity in a medium or large organisation
- Experience of working in a customer service environment

Desirable:

- Use of a Call Logging system
- History of working to Service Level Agreement targets

Skills

Essential:

- Excellent customer service and telephone skills
- The ability to think creatively and problem solve
- Good communication skills, including written and verbal interpersonal skills
- Self-motivation, effective time management and organisational skills
- Able to use initiative and work under pressure

Desirable:

- Desktop and application troubleshooting

Competency Band: 4

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Creating and innovating	Delivering excellent service
Integrity - Supporting and Building Trust	Communicating with impact and empathy	Following through responsibilities
Accountability - Delivering and Improving	Continually improving	Delivering value for money
Collaboration - Engaging and Partnering	Sharing knowledge with others	Making effective decisions

Job Family: IT Support

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure and Barring Service.