**Role Description & Person Profile**

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| **Role**  |  |
| **Job title** | Junior Desktop Support Analyst – Windows 11 (6 month FTC) |
| **Division** | AB Agri |
| **Department** | GTS - IT Operations |
| **Location** | Peterborough |
| **Team Structure** Reports to, direct reports, etc**.** | Reports to: IT Service Delivery ManagerDirect Reports: None |

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| **Description** |  |
| **Impact Statement** The contribution of the role to achieving the overall business objective. Span of impact. Main purpose, focus of the role. | As part of a small team this role is to coordinate and deliver the BAU (Business as usual) Service Delivery IT Windows 11 upgrade project activities for AB Agri. The successful candidate will provide technical IT support to AB Agri users either in person or remotely. This person will also contribute to project activities and supporting the Project Lead.  |
| **Role Objectives** The key responsibilities and key accountabilities of role. (5 to 10 areas) | Work with Windows 11 project lead to ensure required activities are delivered. This will include:* Provide technical IT support to AB Agri users and key stakeholders via several methods, including telephone, email, MS Teams or in person
* Desktop support including the build of new machines, hardware triage activities
* Install and configure desktops, laptops with Windows 11
* Troubleshoot and resolve hardware and software issues related to Windows operating systems.
* Procurement and provisioning of new hardware
* Monitor and work within AB Agri’s ticketing system to resolve user incidents and requests, regarding Windows 11 project activities. Working with our internal IT teams as well as our third party stakeholders and wider Shared Service Centre teams.
* Ensure that key administration activities associated to the project tasks are achieved and maintained, such as order processing, scheduling activities.
* Building and maintaining relationships with internal and external stakeholders.
* Supporting the IT Service Delivery Manager and Project Lead where necessary.

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| **Key Stakeholders** What are the challenges of the relationships, communication strategies required, etc  | The IT Operations Team is responsible for multiple enterprise systems used by employees and customers on a global scale. You will work closely with:* Other IT Operations Teams
* Business Engagement Managers
* End Users
* Business Systems Advisors
* IT Project Managers
* Key and Specialist Users
* The Shared Service Centre (BTS)
* 3rd Party Business Partners
* 3rd Party Infrastructure Operations Teams
* 3rd Party Support Desk Operators
* 3rd Party Hardware Vendors
* 3rd Party Software Vendors and Software Support Teams
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| **Scope**Depth, breath of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility. | The post-holder will have the ability to prioritise, schedule and administer instances where implementation and detect resolution is required. The ability to record, track, document and communicate the installation, maintenance or problem-solving process is essential. * **Problem Solve and Troubleshoot**
* **Provide Excellent Service and Support**
* **Identify Potential Issues**
* **Work with Cross-Functional Teams**
* **Working Knowledge of IT Hardware and Software**
* **Good written and verbal communication skills**
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| **Person Profile** |  | **Essential or** **Desirable** |
| **Knowledge**Consider experience, any formal qualifications genuinely necessary or any key areas of knowledge. | * Basic knowledge & experience IT including Windows OS, MacOS, O365, Networking, Desktops/ Laptops and mobile devices
* ITIL Foundation
* Excellent Customer Service Skills
* Keen Interest in IT and desire to develop skills and knowledge.
 | ED  EE |
| **Key Behaviours**Consider which of our Guiding Principles are particularly relevant and also any role specific behaviours. | * Customer and quality focus – Anticipate and meet the needs of the customer
* Professionalism and communication – Communicate and convey information to users effectively and being cooperative.
* Managing time effectively – Meeting deadlines and completing what is required in a timely manner
* Team Focus – Work cooperatively and effectively. Helping team members
 | EEEE |
| **Other Factors** Travel, shift working, HGV Licence, etc. | * Require driving licence
* Role will be based in the Peterborough Office
* Hours of work will range between 8am and 6pm Monday to Friday
* Occasional ‘out of hours’ work may be required for project activities
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