**Role Description & Person Profile**

|  |  |
| --- | --- |
| **Role** |  |
| **Job title** | IT Service Delivery Senior Analyst |
| **Division** | AB Agri |
| **Department** | GTS |
| **Location** | Peterborough |
| **Team Structure**  Reports to, direct reports, etc**.** | Reports to: IT Service Delivery Manager  Direct Reports: None |

|  |  |
| --- | --- |
| **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 support function for AB Agri.  The successful candidate will provide technical IT support in relation to urgent issues and be available for Incident and Service Request escalation where required.  They will support the IT Service Delivery Manager, provide support and guidance to other team members and help to drive continuous improvement in service, support and communication to both internal and external stakeholders. |
| **Role Objectives**  The key responsibilities and key accountabilities of role. (5 to 10 areas) | * Provide technical IT support to AB Agri users and key stakeholders via a number of methods, including telephone, email, MS Teams, webchat, or in person. * Monitor and manage work within AB Agri’s ticketing system to resolve user incidents and requests. This includes being responsible for fair distribution of tickets across Service Delivery Team members, as well as working in conjunction with ABF Business Technology Services Team, External and Internal Stakeholders. * Support the IT Service Delivery Manager in delivery and achievement of SLA’s and KPI’s within the team. This includes understanding root cause should underachieving of SLA and KPI’s be identified, improvement plans to ensure SLA’S and KPI’s are achieved, motivate team to drive improvement and internal communication of SLA’s and KPI’s to promote end user awareness. * Support the Service Delivery Manager in reporting and analysis for Service Delivery activities. * Support the IT Service Delivery Manager with the day-to-day management of internal team processes, helpdesk functions, ticketing system, procurement, administrative tasks, stock controls, licencing, asset management, service catalogue and SharePoint updates. * Accountable for understanding, improving, and selling the IT Toolkit to our business community and for driving adoption. * Engagement across our business community – build and maintain good working relationships with our business users, drive visibility, access, support and understanding. * Assist the IT Service Delivery Manager with onboarding, training, development and supporting of Service Delivery team members. * Proactively be involved in continuous improvement opportunities and tasks within the IT Service Delivery Team, to align with ITIL4 best practice and business demand. * Assist with small works and project tasks, where required. * Assist and support the Service Delivery Manager with Service Transition tasks when a project is onboarding a new system or service in to BAU activity. * Supporting the IT Service Delivery Manager, where necessary. |
| **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. Over a period, you will be called upon to engage with a wide variety of stakeholders, both internal and external:  **Internal:**  You will work closely with:   * IT Service Delivery Manager * Head of IT Operations * IT Operations team leads and team members * Business Engagement Managers * Business Users across all Business Units * IT Project Managers and Business Analysts * Key and Specialist Users   **External:**   * 3rd Party Suppliers – software vendors, software support, hardware vendors * 3rd Party Support Desk Operators * 3rd Party users / end users. |

|  |  |  |
| --- | --- | --- |
| **Person Profile** |  | **Essential or**  **Desirable** |
| **Knowledge**  Consider experience, any formal qualifications genuinely necessary or any key areas of knowledge. | * ITIL Foundation * Service Desk and Service Management Qualifications * Senior Analyst / Supervisory role experience | E  E  E |
| **Key Behaviours**  Consider which of our Guiding Principles are particularly relevant and also any role specific behaviours. | * Excellent communicator with excellent interpersonal, written, and verbal communication skills. * Ability to work as part of a team, focusing on the good of the team and the business * Excellent organisational and coordination skills * Puts customers first by considering how decisions and actions will affect the customer. * Ability to assess current processes and procedures and seek improvements to deliver value to the customer. * Continuously strives to improve self and encourages those around them to do the same. * Encourages honest and open discussion * Able to build successful and collaborative relationships. * Good listener and coach. * Insightful and tenacious. * Ability to pragmatically make decisions with the information available. * Open minded, flexible, and enthusiastic when faced with activities, problems, or challenges. * Strives to meet agreed deadlines and exceed expectations * Ability to identify potential issues, problem solve and troubleshoot * Adheres to all company and legislative standards. |  |
| **Other Factors**  Travel, shift working, HGV Licence, etc. | The candidate must hold a full and valid UK drivers’ licence as the role may include travel to multiple AB Agri sites.    The candidate must be willing to occasionally travel internationally, when required. |  |