

Role Title	Service Desk Analyst
Reports to	Service Desk Team Leader
Directly Supervises	N/A
Total team size	20

Role Purpose

The role of the Service Desk Analyst will be to enable an effective IT support service by acting as a single point of contact for all IT issues and queries. Involves taking initial contacts from the BTS customer base and ensuring through a process of triage whether to resolve at contact or assign for resolution.

Key Accountabilities:

- Act as a single point of contact for all IT issues and queries.
- Receive and log all customer contacts via multiple channels (phone, email, chat, self service).
- Use probing questions and defined knowledge information to accurately log the details of the customers enquiry.
- Troubleshoot tickets and make accurate decisions on the right path for resolution of the customer enquiry i.e., concluding as a First Time Fix or assigning to 2nd or 3rd party resolution teams.
- Use appropriate technology and technical knowledge to enable the accurate and timely diagnosis of issues.
- Where appropriate use personalized decisions and actions to add value by resolving the customer’s enquiry at the point of contact.
- Ensure all relevant information is clearly recorded in the ITSM tool.
- Provide timely and accurate updates to tickets.
- Where required ensure the timely escalation of complaints to the appropriate level.
- Continuously maintain a high standard of customer service.
- Create and publish support documentation and knowledge information and support the Team Leader in training of new staff.
- Alert the line management to identify trends in customer issues or queries.
- Completion of ad hoc tasks assigned by Management.

Essential Skills, Knowledge & Experience:

- A highly customer focused individual that proactively raises the profile of IT and the BTS within the customer environment they support.
- Demonstrates customer service and a passion for IT.
- Dynamic and enthusiastic person who enjoys working within a fast-paced environment.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to take a logical approach to fault finding and problem resolution.
- Ability to both work as part of a team, and to carry out duties with the minimum of supervision.
- Has a general understanding of PC architecture
- An individual who has a “Can Do” attitude and is results driven.
- Experience with desktop and server operating systems
- Basic network and server troubleshooting skills.
- Intermediate pc troubleshooting skills.
- One year of Service Desk experience
- Intermediate understanding of Microsoft Productivity tools (Office 365, Teams etc).

Desirable Skills, Knowledge & Experience:

- Industry recognized qualifications.
- ITIL foundation or experience of working in an ITIL environment.

Other requirements of the role: