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## NHS PROPERTY SERVICES LTD

### Job Description

<b>Job title:</b>	Junior Service Desk Analyst
<b>Level:</b>	1
<b>Type of role:</b>	12 Month FTC
<b>Base:</b>	London
<b>Travel requirements:</b>	If/when required (across England)
<b>Responsible to:</b>	Service Desk Team Leader
<b>Directorate:</b>	Technology Services
<b>Job reference:</b>	TSOPS07A

#### Main purpose / scope of the role

- To manage all NHSPS service-related issues into the Service Desk function in Technology Services (TS).
- The role requires the ability to manage calls, multi-task concurrent complex problems and be the first point of contact for TS in order to deliver a first-class service across the Technology Services Service Desk function to the NHSPS business – driving the aligned TS metrics through CSI and clear MI.

#### Key Responsibilities

- Deliver a first-class service to the NHSPS business.
- To maintain and build a close business relationship with key NHSPS colleagues in order to fully understand their role & responsibility across NHSPS and secondly to understand the business effecting technology incidents, problems and changes, to keep them informed of the high-level resolution process through timely, and clear communication both written and verbal.
- Contribute to delivery of the Operational goals across Technology Services.
- To ensure all supporting process, and documentation across the Service Management functions are maintained and adhered to without exception.
- To escalate and liaise with L2 support, or associated resolver groups.

- To report through clear communication in the first instance into the Service Desk Team Lead, and in their absence directly to the TS senior management team any issue which could significantly impact the organisation or one of its customers.
- To ensure and build a repeatable, first class level of Service Management function in accordance with the ITIL framework.
- To assist in information and data capture activities for auditing purposes.
- To assist in the Service Transition of services into TS.
- To manage concurrent potentially complex issues, in an IT environment across internal and external teams.
- Assist in bringing the service closer to the customer and driving a high level of first time fix through self-service, shift-left and other tactical initiatives in TS.
- The maintenance and review of the knowledge database used within the TS group.
- The maintenance of self-help documentation (FAQ), and services used by and accessible to all staff.
- Assist in the maintenance of the Service catalogue used by all staff.
- The maintenance of process documents used within the TS group.
- Assist in the creation of weekly, and monthly service management stats for review at team meetings.
- Propose innovative new ways of improving the services provided by the Operational Support team.
- Assist with the delivery of the Strategic goals across Technology Services.
- Assist in the introduction of new services and transitional activities into the Service Management functions.
- Work on Ad-Hoc projects, assist other TS teams as required, including timely reporting.
- Deliver and contribute to TS initiatives.

### **Person specification**

- Experience working in a Service Desk or IT environment.
- Awareness of PC hardware and peripherals e.g. Graphics cards, Hard Drives, RAM and Printers etc.
- Knowledge of Microsoft products including Windows XP, Windows 8, Windows 10 and related Microsoft Office applications (including Visio and Access).
- Knowledge of Microsoft Exchange, Office 365 and SharePoint.
- Understanding of Active Directory account management.
- Knowledge of Network Infrastructure fundamentals e.g Routers, Switches and Firewalls.
- Excellent telephone manner.
- Ability to prioritise workload.
- Exceptional interpersonal written and verbal communication skills.
- Good team working skills.

- Proven analytical and problem-solving skills.
- Ability to work effectively under pressure.
- Understands the importance of giving good customer service & strives for continued improvement.
- With direction takes responsibility for resolving issues and ensures it's aligned with team objectives.
- Communicate effectively with anyone in any environment, e.g. able to translate complex / technical issues.
- Looks for new ideas/opportunities to help make improvements and suggests these to the appropriate individual(s).