

## NHS PROPERTY SERVICES LTD

### Job Description

|                             |                               |
|-----------------------------|-------------------------------|
| <b>Job title:</b>           | Service Desk Analyst          |
| <b>Level:</b>               | 1                             |
| <b>Type of role:</b>        | Permanent                     |
| <b>Base:</b>                | London                        |
| <b>Travel requirements:</b> | N/A                           |
| <b>Responsible to:</b>      | Technology Operations Manager |
| <b>Directorate:</b>         | Technology Services           |

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

#### Main purpose / scope of the role

- To manage all NHSPS service-related issues into the Service Desk function in Technology Services.
- 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 thru 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 thru 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 thru 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 coach and mentor Service Desk Analysts
- 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 thru 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

|                                     | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Desirable                                               |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <b>Qualifications</b>               | <ul style="list-style-type: none"> <li>Industry Recognised Computing qualifications</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li></li> </ul>      |
| <b>Knowledge</b>                    | <ul style="list-style-type: none"> <li>Active Directory</li> <li>Microsoft product suite</li> <li>Cloud based services</li> <li>Networking</li> <li>Citrix</li> </ul>                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Azure</li> </ul> |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>2+ years experience in a similar role</li> <li>Customer facing internal/external</li> <li>Adapting to change within a high-pressure environment</li> <li>Ability to reprioritise activities based on changing requirements and circumstances</li> <li>Experience of working within ITIL processes</li> <li>Experience of working and engaging with a variety of levels of staff</li> <li>Experience of working effectively to KPIs</li> </ul> | <ul style="list-style-type: none"> <li></li> </ul>      |
| <b>Skills</b>                       | <ul style="list-style-type: none"> <li>Ability to write clear and concise business communications</li> <li>Excellent verbal communications</li> <li>Natural problem solving skills with a pragmatic approach to achieving goals</li> <li></li> </ul>                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li></li> </ul>      |
| <b>Personal qualities/abilities</b> | <ul style="list-style-type: none"> <li>Flexible Approach</li> <li>Self-starter / quick learner</li> <li>Excellent attention to detail</li> <li>Good time keeping</li> <li>Customer focused attitude</li> <li>Self-motivation and drive to succeed</li> </ul>                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li></li> </ul>      |

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| Other requirements as applicable | <ul style="list-style-type: none"><li>Be a driving force for innovation and continuous improvement of people, systems, processes and services.</li></ul> | <ul style="list-style-type: none"><li></li></ul> |
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