



JOB DESCRIPTION

JOB TITLE:	Technical Service Desk Analyst
DEPARTMENT:	Operations
MAIN PURPOSE OF JOB:	<p>To provide optimal value to the business by;</p> <ul style="list-style-type: none"> • Providing 1st line support to internal and external customers. • Providing front-line advice and service to end-users on software and hardware related problems. • Ensuring timely resolution of requests in line with a published Service Level Agreement. • Escalation of requests where necessary. • Promote the Service Desk in providing a one-stop service support solution.
MAIN RESPONSIBILITIES	<ul style="list-style-type: none"> • Logging of incidents on Help Desk application (Service Desk Express) • Taking ownership of tickets and ensuring successful completion of such tickets. • Ensuring adherence to published Service Level Agreements. • Plan, coordinate and support business processes, systems and end-users. • Handling of phoned-in and electronically communicated incidents and escalations of problems. • Answering calls and handling to a high standard of Customer Service. • Provide 1st Line support to internal and external customers. • 1st Line Support on in-house applications via telephone and email (50% FTF target to be met) • Co-ordination and management of issue resolution to agreed Service Levels and Targets. • Escalation to 2nd Line Support where necessary. • Ownership of issues through to timely resolution satisfactory to the customer requirements. • Pro-active and continual checks of the availability of key systems via active monitoring systems and the logging of notified alerts. • Asset Management, updating records. • Configuration of new users. • Ensuring customer satisfaction at all times • To adhere to the company Environmental Policy and procedures • To ensure that Environmental impacts are minimised by: <ul style="list-style-type: none"> ○ reducing waste through re-use and recycling ○ efficient use of materials and resources throughout BSG's facility including water, electricity • Any other duties as required.
KNOWLEDGE AND EXPERIENCE:	<p>Essential Skills:</p> <ul style="list-style-type: none"> • Proven IT experience gained in a technical support role • good working knowledge of various Microsoft Windows OS platforms including Windows XP, MS Office (Excel, Word, Powerpoint & Outlook) • Previous customer service experience <p>Advantageous skills:</p> <ul style="list-style-type: none"> • ITIL Foundation certificate • Microsoft MCPs • An understanding of Citrix Metaframe XP
Education:	<ul style="list-style-type: none"> • Ideally educated to degree standard • Or able to demonstrate considerable service desk / support experience.

Employee's Name (Print)

Employee's Acceptance

Date:

Manager's Name

Date: