



<b>Job Title</b>	<b>Client and Site Services Analyst</b>
<b>Job Level</b>	4b
<b>Location</b>	SBP and Arete
<b>Business Unit</b>	GTS
<b>Function</b>	Group Technology Services
<b>Leader</b>	Client Services Team Leader
<b>People Leadership</b>	N/A
<b>Role Purpose</b> To provide site technical support, operational services maintenance, upgrade and installation of Information Technology systems and applications used within the company to both maintain and enhance efficiencies and performance of the company's IT systems.	

## Responsibilities

- Proactively advise, assist, and engage with WG&S staff on site to ensure a high level of service is maintained
- Proactively advise, assist, and engage on delivery and change of underlying technical operational infrastructure.
- Ensure that all site and engineering support requests are appropriately prioritised and resolved within the required service level agreements.
- Maintain the documented site design, operation and troubleshooting of technology procedures
- Assist with the implementation of policy and strategy for WG&S information technology systems and SecOps to ensure that staff and computer systems comply with legislative and organisational requirements.
- Configure, monitor, and maintain systems within predefined targets.
- Work collaboratively with 3rd party support services on diagnosing and troubleshooting issues related to the WG&S operating environments.

## Values



### BE PROUD

We are proud of our brands, our heritage, and our commitment to superior quality in our products



### BE RESPONSIBLE

We expect every individual and their teams to be accountable and to perform to their full potential



### BE SUSTAINABLE

We wish to make a positive contribution to our communities and to our environment



### BE PROFESSIONAL

We value integrity, transparency, professionalism and constructive debate within a team working culture



### BE ENTREPRENEURIAL

We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



### THINK LONG TERM

We are proud of our brands, our heritage, and our commitment to superior quality in our products



## Core Competencies: *Is Planning and organising more apt than deciding and initiating?*

### Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as awareness of own strengths and weaknesses

### Analysing

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems Demonstrates an understanding of how one issue may be a part of a much larger system

### Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

### Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

### Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

### Achieving Personal Work Goals & Objectives

- Accepts and tackles demanding goals with enthusiasm
- Works hard and puts in longer hours when it is necessary
- Seeks progression to roles of increased responsibility and influence
- Identifies own development needs and makes use of developmental or training opportunities.

### Skills and Qualifications:

- Works to agreed individual and team objectives with full responsibility
- Strong communication, process, logical thinking and organization skills
- Demonstrates ability to work cooperatively alongside others to deliver
- Comprehensive hands-on experience in technical delivery using industry recognised tools and methodologies.
- Extensive experience of Microsoft, VMWare and associated technologies.
- Proven technical ability in global delivery and support

The role holder should have one or more relevant industry qualifications and \ or experience. Examples are:

- Windows Server (2008-2019)
- Microsoft Exchange Online, Microsoft 365
- Active Directory, Group Policy Management and Print Management
- Remote Desktop Services
- Citrix

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Date: Nov 2021

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Date of last revision: Nov 2021