



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	<b>Client and Site Services Analyst</b>
<b>Internal Reference</b>	CEN-0149
<b>Business Unit / Group Function</b>	Central Services
<b>BU Team / Sub-Function</b>	Group Technology Services
<b>Location</b>	SBP;Arete;Richmond;Hook;Hamburg;Dublin
<b>Team Leader Role</b>	Client and Site Services Leader
<b>Role Level</b>	4B
<b>Team Members</b>	No
<b>Role Purpose</b>	
Provide quality IT support to the business. Resolving incident & service requests to completion and within Service Level Targets focusing on an excellent customer service experience within a timely manner.	
<b>Accountabilities</b>	
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<ul style="list-style-type: none"><li>• Provide technical expertise and assistance to end- users in line with business standards</li><li>• Identify and interpret end- user requirements, action and implement IT interventions which support business delivery and align with GTS team operations</li><li>• Contribute to ways of improving existing tasks, procedures, processes and solutions using current technology supporting continuous improvement</li><li>• Proactively share knowledge with other team members, updating existing and / or documenting new procedures as necessary</li><li>• Participate in IT projects where applicable and when resources are available meeting business targets</li><li>• Provide telephone, remote or desk support, resolving all calls within Service Level Targets</li></ul>	