



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Service Delivery Analyst
Internal Reference	CEN-0239
Business Unit/ Group Function	Central Services, ODC
BU Team / Sub-Function	Group Technology Services
Location	SBP;Arete
Team Leader Role	Service Delivery Leader
Role Level	5
Team Members	No
Role Purpose To deliver high-quality IT support as part of the Service Desk, acting as a first point of contact for colleagues and ensuring efficient resolution of incidents and service requests. The role focuses on restoring service quickly, meeting agreed service levels, and contributing to an excellent end-user experience through effective communication, ownership, and continuous improvement.	
Accountabilities <ul style="list-style-type: none">○ Act as the primary point of contact for IT support, managing incidents and service requests across multi channels, resolving at first contact wherever possible.○ Log, categorise, and prioritise all tickets within the ITSM tool, ensuring accurate, high-quality data and adherence to Service Level Agreement (SLA).○ Own incidents and requests end-to-end, providing timely updates and maintaining accountability through to resolution or handover.○ Deliver a positive user experience through clear and professional communication, building trust with colleagues across the business.○ Create, maintain, and promote knowledge articles to improve self-service adoption and increase first-time fix rates.○ Leverage automation and AI tools to improve efficiency, reduce manual effort, and enhance service delivery.○ Collaborate with resolver teams and stakeholders to ensure seamless service delivery and continuous service improvement.○ Actively contribute to a culture of inclusion, continuous learning, and innovation, embracing new technologies and ways of working to enhance service outcomes.	
Created by:	Katy Green
Creation Date:	29/06/26
HRBP:	
Date of last revision:	