



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Service Delivery Analyst
Business Unit / Group Function	Central Services
BU Team / Sub-Function	Group Technology Services
Location	Singapore
Team Leader Role	Regional Infrastructure Solutions Manager
Job Level	4B
Team Members	No
Role Purpose	
To provide quality first level (and some second level) IT support to the business, answering telephone calls to the central IT Service Desk number and resolving as many IT service requests as possible within Service Level Targets.	
Accountabilities	
<ul style="list-style-type: none">• Act as a single point of contact for IS telephone support, providing technical expertise and support to system end- users, logging and resolving calls within agreed SLT and escalating to other teams as appropriate.• Proactively share knowledge with other team members, updating and documenting procedures and solutions.• Suggest/contribute to ways of improving existing tasks and processes using current technology to support a culture of continuous improvement.• Ensure that all calls are logged in the Service Desk IT CMDB with the relevant SLT applied.• Carry out system/staff Adds, Deletes and Transfers in line with existing processes.• Engage, and establish successful relationships with end- users, identifying ongoing opportunities for improving the User experience and maximising customer service.• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy.	