

ROLE PROFILE

Job Title	Service Delivery Analyst – 1st Line
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP
Leader	Global Service Delivery Leader
People Leadership	No
Job Level	5
Role Purpose To provide quality first level IT support to the business, answering telephone calls to the central IT Service Desk number 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 first level telephone support, providing technical expertise and support to system end- users, logging and resolving calls within agreed service level targets and escalating to other teams as appropriate • Proactively share knowledge with other team members ensuring any updating of documentation of procedures and solutions is completed to defined standards • Suggest and 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 with the relevant service level target applied to defined standards • Carry out system/staff Adds, Deletes and Transfers in line with existing process and protocols • Engage, and establish successful relationships with end- users, identifying ongoing opportunities for improving the user experience and maximising customer service • 	
Created by:	Chris Rydings
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HRBP:	Kirsty Morris
Date of last revision:	18 October 2021

Competencies

Presenting and Communicating Information <ul style="list-style-type: none"> • Speaks clearly and fluently • Expresses opinions, information and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and 	Achieving Personal Work Goals and Objectives <ul style="list-style-type: none"> • 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 	Applying Expertise and Technology <ul style="list-style-type: none"> • Applies specialist and detailed technical expertise • Develops job knowledge and expertise through continual professional development • Shares expertise and knowledge with
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<p>confidence</p> <ul style="list-style-type: none"> • Responds quickly to the needs of an audience and to their reactions and feedback • Projects credibility 	<ul style="list-style-type: none"> • Identifies own development needs and makes use of developmental or training opportunities 	<p>others</p> <ul style="list-style-type: none"> • 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
<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules; arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role 	<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> • 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. 	<p>Coping with Pressures and Setbacks</p> <ul style="list-style-type: none"> • Works productively in a pressurised environment • Keeps emotions under control during difficult situations Handles criticism well and learns from it • Balances the demands of a work life and a personal life. Maintains a positive outlook at work. • Handles criticism well and learns from it

Skills and Experience

Ability to support: Microsoft Active Directory, Microsoft Exchange \ Outlook , Microsoft Office environment (O365)"
Previous working experience of Microsoft MCP and CompTIA+ is essential
Knowledge of Cisco Call Manager or equivalent enterprise call manager system
Previous experience in participating in and contributing to a successful IT helpdesk focusing on providing excellent customer experience
Good analytical and problem-solving skills
Strong communication and interpersonal skills