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| **Job Title:** | Service Operations Associate (1st Line Support) | **Date:** | August 2018 |
| **Reporting Line:** | Service Operations Associate Partner | **Job Level:** | TBC |
| **Team:** | Digital Services | **Business Area:** | GMCA |

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| JOB PURPOSE |
| **Service Desk Analyst (1st Line Support)** will minimise the adverse effect on the service desk by ensuring that normal service is restored within defined service level agreements. The postholder will be responsible for 1st line incidents/requests using a ticket logging system, providing 1st line support, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment. |

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| **KEY RELATIONSHIPS** |
| * Third Party contractors * GMCA Internal stakeholders including staff and leadership teams * Digital Services team * Associate Partner and Partner for Service Operations * Partners * Etc. etc. |

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| **KEY RESPONSIBILITIES** |
| **Role specific:**   * Answer calls made to the service desk and raise corresponding support tickets within the call logging system, prioritise incidents, assign impact and urgency and respond and resolve incidents within agreed SLAs. * Manage incidents/requests made to service desk, providing 1st line support, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment. * Management of open calls and queues to resolve as many calls as possible within agreed SLAs. Escalate service impacting incidents as required to 2nd Line support team members. * Manage service desk emails to escalate when required to 2nd line support, respond professionally within given time frames, updating systems as required to capture KPI data relating to 1st line activities. * Support all replacement/additional PC’s/laptops are built to the GMCA standards and that any additional software required by individual users to carry out their role is loaded onto the ICT Systems as required. This involves collecting and transporting the equipment from other GMCA locations. * Undertake 1ST Line support to assist with the rollout of any new ICT equipment, ensuring that the inventory information and asset tags are kept accurate and up to date on the Service Desk software. * You may be required to work within a shift pattern covering current service hours Monday to Friday. The post may also require participation in an ‘On-Call’ rota outside of core working hours from home, including weekends. * Support the Associate Partners in identifying, justifying and implementing technical initiatives to benefit GMCA, specifically in the areas of hardware, communications systems and communications security.   **Main Responsibilities – Directorate Specific:**   * Provide a first point of contact, proactively responding to basic ICT and Systems related activity queries in a timely manner through various communication channels (telephone, email, letter, via system) and escalate to an 2ND Line service operations associate where appropriate. * Build effective relationships with the broader Corporate Support team, working collaboratively across the directorate. * Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses and progress. * Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and inputted in a timely manner. * The role holder will work collaboratively across the directorate engaging with internal customers, clients and stakeholders to provide internal focused consultancy, support and guidance.   **NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience**   * Educated up to GCSE level or equivalent including Maths and English at Grade A\* to C * An NVQ or equivalent in a relevant discipline * Good Understand of general It technologies * Knowledge of Microsoft office products * Demonstrable experience of delivering excellent customer service * Great Telephony Skills in dealing with customers * Knowledge and experience of delivering excellent customer service * Great Telephony Skills in dealing with customers * Essential knowledge and experience in the IT environment * Experience of using ICT systems * Demonstrable knowledge and experience of providing administrative support   Desirable   * ITIL Foundation Certificate * Any relevant technical qualifications * An understanding of ITIL best practice   **Skills & behaviours**   * An exposure to Service desk ITSM tools * Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues * Well-developed verbal and written communication skills, including report-writing and presentation * Flexible and adaptable approach * Attention to detail, ability to work under pressure and good communication skills * Methodical approach and ability to prioritise workloads * Ability to build strong and trusting relationships with clients, customers and colleagues * Clear focus on delivering positive outcomes * Resilience and the ability to navigate through difficult situations |