## **JOB DESCRIPTION**

### IT Service Desk Analyst (1st and 2nd Line)

**Reports To**

IT Systems Manager

**Role Overview**

To support One Education’s customers by providing high-quality technical support at 1st and 2nd line levels. Work as part of a core team of service desk analysts based at our Alexandra House office.

**Main Duties**

1. To provide 1st and 2nd line technical support to customers, assisting them with a range of hardware and software requests by phone, email, and in person. To escalate queries to the relevant team member or external support provider for resolution where necessary.
2. To ensure that support calls are logged on the service desk platform and resolved in a timely fashion in accordance with IT service and operational level agreements (**SLA/OLAs**).
3. Know and understand the measurable service delivery targets (**KPIs**) relating to the support services offered to our customers and be proactive in ensuring that these are achieved.
4. Monitor customer server estates utilising remote monitoring and management tools to pro-actively identify faults.
5. Monitor customer network backup services utilising a cloud-based management platform.
6. Work as part of a core team of predominantly desk-based service desk analysts.
7. To provide support and guidance to the first line support staff across the IT team.
8. Provide ad-hoc on-site support to customers as required by the IT Support Manager.
9. Create and maintain customer documentation.
10. To be responsible for your own performance on the IT Service Desk and encourage best practice across the wider team.
11. Identify and report service improvement opportunities.
12. Provide over-the-shoulder training to customers and colleagues in order to facilitate autonomous working, where possible.

**General**

1. To take responsibility for your own personal development and update knowledge and skills, with support from One Education, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
2. To implement positively and ensure compliance with One Education’s policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Care, Health and Safety, Data protection and confidentiality of information and financial regulations.
3. To respond to complaints positively and professionally and refer them to the appropriate person for acknowledgement and resolution.
4. To perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

**Skills**

* At least 2 years’ experience in a 2nd line support role
* A high standard of interpersonal and communication skills, and the ability to handle confidential information
* Proven ability to adapt to a changing working environment with a flexible approach to working
* Experience of working with IT Service Management tools
* Network trouble shooting
* Experience in all core M365/Google/Server 2016/2019

**Person Specification**

* Excellent communication (strong written and verbal skills)
* Excellent customer service skills (willing to go the extra mile)
* Excellent time management
* Have an interest in learning about current, new and future technologies
* Ability to take ownership of a task or project to see it through to completion
* Ability to work under own initiative and as part of a small team
* Strong problem-solving skills
* Ability to manage and prioritise workloads
* Ability to meet deadlines and prioritise conflicting demands
* Ability to work under pressure
* Attention to detail

**Requirements**

**Essential:**

* Minimum of 2 years proven experience working in a 1st or 2nd line position
* Proficient in Microsoft Active Directory and Group Policy
* Proficient in Microsoft Windows operating systems up to and including Windows 10
* Practical application of server virtualisation (HyperV and/or vmWare)
* Practical application of Microsoft Server operating systems up to and including Server 2022
* Fundamental understanding of networking principles
* Fundamental understanding of backup principles
* Fundamental understanding of DNS and DHCP
* Fundamental understanding of Microsoft 365 and/or Google GSuite cloud platforms
* Full UK driving licence and access to own vehicle

**Desirable:**

* IT Support experience in an educational environment
* Microsoft Technology Associate (or equivalent) certification
* ITIL 4 Foundation certification
* Current knowledge of the following technologies (but not limited to):
  + Advanced networking skills (complex routing, VLANS, firewall configuration)
  + Web Filtering services
* Apple Mobile Device Management technologies

**Specific requirements for the role:**

IT support to both internal and external customers requires that some duties may occasionally need to be performed outside of normal working hours, ensuring that services are not disrupted by technical maintenance or that technical problems are resolved with minimal service loss. The Service Desk Analyst may be required to work flexibly on such occasions. Examples of the type of work requiring flexible working are (a) software or upgrade installation, testing, and (b) dealing with emergencies such as virus removal, IT system failure, or disaster recovery.