

**JOB TITLE Service Desk Analyst  
BAND 4**

**Job Summary**

To provide first and second line support to service users to IT Information Library (ITIL) compliant standards. This will involve acting as the first point of contact to users for incident resolution; recording calls, logging requests, managing and processing in line with agreed incident management processes and progressing prescribed change requests to completion.

The post holder will be expected to maintain a knowledge and understanding across the range of duties so that all functions can be maintained during periods of staff absence.

**Responsible to**

**Reporting: Service Desk Team Leader**

**Accountable: Service Desk Team Leader**

**Professionally: Service Desk Team Leader**

**Responsibilities and Duties**

Develop and maintain relationships with customers and users and to be seen as their 'customer champion' who will ensure that all reported difficulties are effectively addressed by the relevant service support team until closure.

Maintain an array of information flows and databases designed to support the service management function. Carry out, as required, a regular audit of these databases and be able to action scheduled and ad hoc reporting requirements.

To maintain regular communications with the customer base over issues such as scheduled and unscheduled down time, changes to service delivery and the status of reported incidents.

To resolve incidents/faults and user support issues to the satisfaction of the end user. To respond to user queries in a timely and accurate manner in accordance with agreed service levels. To resolve problems from first principles and past experience.

Gain a sufficient level of knowledge of the nominated systems in order to respond to user queries by shadowing appropriate team members.

Maintain and develop ITIL awareness and relevant qualifications to ensure provision of a professional service.

To understand all Service Level Agreements (SLAs), Operational Level Agreements (OLAs) and Service Schedules held by ISS and to actively monitor the performance of the services against the stated metrics in them.

To manage requests for change from customers in accordance with National Change Management process.

Standard keyboard skills for inputting and manipulating data and information into computer databases.

Contact with patients is incidental.

Proactively keep track of service development, understand how it may affect first line support activities and assist in the development of amended working instructions and procedures as appropriate.

Safe use of own equipment / orders and maintains stationary stocks.

Demonstrates activities and work routines to others in own work area.

Ensure that all in house documentation and procedures are well maintained, to help in the identification of appropriate work instructions and to assist in the development of new ones.

Create reports for management from collected data showing trend analysis, highlighting abnormal performance on systems.

Undertakes surveys or audits, as necessary to own work.

Work within HSW and professional policies and procedures; seeks advice as necessary/ operates on own initiative, taking advice from manager if required.

## PERSON SPECIFICATION

### Qualifications and Knowledge

#### Essential

Educated to A-level, diploma or equivalent experience

Commitment to continuing professional development for self

ITIL Foundation Certificate or demonstrable equivalent experience

Good understanding of IT infrastructure at a technical level

Knowledge and understanding of NHS working environment

**Desirable**

Knowledge of NHS Wales organisations & ITIL strategy

Knowledge and understanding of the role of DHCW

Knowledge of relevant NHS standards and legal requirements relating to Information Governance and Security

**Experience****Essential**

Experience in providing first line IT Support in a Service Desk environment

Experience in providing service desk support of a large and varied user base in IT systems

Experience of an ITIL service environment

Experience of working to Service Level Agreement (SLA) targets and co-ordinating workload to meet them

Understanding and experience of providing an effective customer service

**Desirable**

Experience of working in a NHS/Healthcare or other public sector body

**Skills and Attributes****Essential**

Good and effective communication skills

Ability to learn new technologies and IT systems

Ability to analyse and resolve IT issues

Welsh Language Skills are essential at level 4 or 5 in understanding, speaking, reading, and writing in Welsh

**Other**

Ability to travel across sites within Wales.

Able to work flexibly.