

IT Helpdesk Analyst – Job profile (support colleagues)

- **Purpose:** Providing efficient technology, solutions and services for our Members, Customers and Colleagues, by providing a best-in-class IT Service function. Ensuring that all incidents are logged, triaged, investigated and resolved in line with the service level agreements and best practice
- **Reporting:** IT Helpdesk Manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:** Experience of working in a customer facing environment, IT Technical Skills, able to demonstrate a strong customer focus, excellent verbal and written communication skills, have a flexible approach to working in hours to support the support the team in delivering Service Excellence
- **Qualifications:** Experience of troubleshooting and dealing with IT problems, ITIL Foundation, CompTIA (desirable), ITSM (desirable), previous experience working on an IT Helpdesk/technical support team (desirable), 3rd party support engagement (desirable)

We make a *difference* to Members & customers

- *Keeping critical business kit operational to support colleagues providing a service to our members and customers* ✓ **Downtime of equipment is kept to a minimum**
- *Incidents are managed in an effective and efficient way, minimising impact to customers, colleagues and the society* ✓ **High Scores in Customer satisfaction surveys**

We're *better* every day

- *Understand the society's financial goals to help prioritise tasks within your daily workload* ✓ **Trade impacting incidents are resolved**
- *Lead and support changes with enthusiasm* ✓ **Great implementation**
- *Speak up and suggest ways to make our society even better* ✓ **Let's Listen Participation**

We're a *caring* community

- *Pro-actively support colleagues IT equipment by using the tools available to the department.* ✓ **Reduction in incidents**
- *Foster an inclusive culture where everyone feels welcome.* ✓ **Inclusion targets**
- *Build connections in your local community and guide colleagues on how they can get involved in community activities.* ✓ **Community, Volunteering, work experience activity**

We work together with *purpose*

- *Work collaboratively with other Technology teams to achieve our vision* ✓ **Knowledge sharing between Technology Teams**
- *Work as a team to ensure our people costs are kept in budget to operate a successful team and department* ✓ **Optimum availability of cover**