

Job Description and Person Profile

Business / Support Service	IT & Digital
Job title	IT 2 nd Line Support Analyst
Grade	F
Job family	Trading
Reporting to (job title)	IT Service Lead
Number of direct reports	None
Number of indirect reports	None
Budget responsibility	None
Contacts	IT team, SSC 1 st Line, All colleagues, third party suppliers

a) Job purpose
To provide second line support to ensure timely and efficient resolution of software, desktop, mobile device and IT equipment-related incidents and service requests. To provide an excellent level of service support through efficient incident management and escalation.
b) Key accountabilities
<ul style="list-style-type: none"> • Providing technical support to internal customers in the resolution of IT incidents and service requests in line with agreed SLA's • Managing allocated issues to resolution and close • Liaison point between IT & Digital and Shared Service IT
c) Main responsibilities
<ul style="list-style-type: none"> • Manage the resolution of 2nd line IT issues which have been escalated from the IT Shared Service Contact Centre • Ensure all calls and requests are accurately updated and progressed on the service desk systems: <ul style="list-style-type: none"> – Communication and escalation procedures are adhered to and consistently followed – Recurring problems are identified and escalated accordingly – Provide efficient resolution to incidents and requests meeting agreed SLA's – Co-ordination of communications and internal escalation of Major Service Outages • Liaise with the relevant parties (both internal & external) to efficiently support our customers • Identify and recommend continuous improvement initiatives for the IT Service Solutions function • Ensure own technical knowledge is kept up to date and current

- Contribute to the delivery of the IT strategy
- To understand business impact in order to prioritise own workload to meet Key Performance Indicator Targets
- Any other ad hoc duties as and when required
- Support 1st Line Team with knowledge transfer

d) Measures of performance

- Delivery of agreed SLA to the expected level for incident resolution
- Supporting the delivery of the IT strategy objectives contributing to the overall Society's strategy
- Service delivery exceeds the expectations of our customers and stakeholders
- Internal communication, escalation and reporting processes are adhered to

e) Person profile

Essential qualifications	Desired qualifications
<ul style="list-style-type: none"> • ITIL Foundation 	<ul style="list-style-type: none"> • CompTIA A+ • ITSM
Essential experience	Desired experience
<ul style="list-style-type: none"> • Previous experience of working on an IT Helpdesk with second line issue resolution • Experience of working in a customer service environment • Previously worked on a technical service support team • IT Technical Skills • Able to demonstrate a strong customer focus • Excellent verbal and written communication skills • Experience of troubleshooting and dealing with IT problems • Have a flexible approach to working hours in order to support the team in delivering Service Excellence 	<ul style="list-style-type: none"> • 3rd Party Support Engagement • An understanding of specialist IT functions such as Security, Networking, DBA, Software Engineering

f) Competencies / behaviors	
<p>Future direction</p> <ul style="list-style-type: none">• See the bigger picture• Challenge, change and improve• Make effective decisions <p>Engage people</p> <ul style="list-style-type: none">• Lead and communicate• Collaborate and partner• Build capability <p>Deliver results</p> <ul style="list-style-type: none">• Customer focused ways of working• Individual accountability• Agility and reactivity	