Role:	**1st Line Analyst**
Department:	**ICT Operations**
Salary:	**From £19,335 per annum**
Responsible to:	**1st Line Team Leader**

Job Purpose:

The processing and coordination of appropriate and timely responses to incident reports, including channeling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping customers appraised of progress towards service restoration.

Main duties and responsibilities:

i. Receives and handles requests for support following ICT procedures.

ii. Responds to common requests for support by providing information to enable resolution and promptly allocates unresolved calls following agreed procedures.

iii. Maintains records and advises relevant persons of actions taken.

iv. Following agreed procedures, receives and handles requests for information, and provides routine advice to users on systems, products and services which are available to them.

v. Following agreed procedures, receives and handles requests for support, provides information to enable problem resolution and promptly allocates unresolved calls as appropriate.

vi. Provides an effective interface between customers and service providers, including documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.

vii. Assists customers to make more effective use of desk-top systems, products and services, making initial diagnosis of incidents and advising known solutions where applicable.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

Person Specification

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Qualifications	• Educated to Level 2 Qualification or equivalent to include English and Maths.
Experience	• Experience of working to deadlines. • Experience of working under pressure. • Experience of working in a customer service environment.
Skills & Abilities	• Aware of customer service techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services. • Demonstrates attention to detail and applies quality standards to all tasks undertaken. • Aware of the use of automated systems to the support of specific business functions or processes. • Aware of specific standards associated with current role. Examples: service desk procedures, corporate policies, change management processes, procurement policies. • Aware of the IT infrastructure (hardware, databases, operating systems, local area networks etc) and the IT applications and service processes used within own organisation. • Ability to travel to meet the requirements of the service.
Knowledge	• Proficient in the use of Microsoft Office. • Knowledge of Microsoft Operating Systems to undertake routine tasks. • Some understanding of computer networking to identify common issues. • Some understanding of commonly used applications • Some understanding of the ITIL Framework, Service Desk Institute (SDI) standards and Service Level targets. • Commitment to equalities and the promotion of diversity in all aspects of working. • Awareness of Data Protection, Information Governance and confidentiality issues. • An awareness of, and work within, national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.