**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job title** | End User Services Analyst – Apprentice  |
| **Sector/Function** | IMT – Information Management and Technology |
| **Department** | End User Services (EUS) |
| **Reports to** | Service Desk Technical Manager |
| **Grade** | 2 |
|  |  |
| **Job purpose** | To complete the Level 3 Information Communications Technician apprenticeship alongside the role of EUS Analyst To provide efficient and high-quality service to internal and external customers. To work as part of the IM&T team in delivering the departments services.To resolve break/fix faults at first contact with the user, using fault find techniques and analytical skills to restore system availability, in line within SLA’s. Drive high levels of customer satisfaction across the service. To assist with the Asset and Mobile Management process. |
| **Key accountabilities** | To become a valued member of the End User Services team, through on-the-job experience and learning through the Level 3 Information Communications Technician apprenticeship. **Stakeholder Management:*** Receiving and logging calls via telephone, email or in person, resolving queries in a customer focussed manner
* Administration of User permissions
* Resolving technical incidents – break/fix, hardware and software
* Research technical solutions
* Communicating with stakeholders on the progress queries on a regular basis and in line with Service Level Agreements (SLAs).
* Adhoc travel to various locations to support the needs of the business

**Incident / Change / Problem Management:*** Receiving and logging calls via telephone, email or in person
* Escalating incidents internally
* Escalations with 3rd party vendors when appropriate
* Contribute to the problem management process
* Monitoring of alerts and notifying appropriate resolving group

**Request Management:** * Installation of hardware, software and licences
* Arranging structured cabling
* Re-imaging of desktops and laptops
* Conducting technical site surveys, working in conjunction with the project executive.

**Asset and Licence Compliance:*** Ensuring that Turning Point asset and licence database is kept up to date
* Amend the asset register in accordance to process

**Service Product / Catalogue:*** Ensuring that Turning Point Product and Service catalogue is kept up to date

**Risk Management:*** Escalations internally to ensure incidents and problems are managed to resolution
* Escalations with 3rd party vendors to managed incidents and problems through to resolution

**Knowledge Management (ITIL, knowledge base):*** To keep knowledgebase documents up to date for EUS staff and users enabling self-fix

**Mobile Management*** To support Mobile Management by assisting with the associated administrative & technical tasks
* Assist with provision, transfer (remote wipe) and disposal
* Assist with reporting requirements including cost analysis
* To work within Turning Points Policies and Procedures
 |
|  |
| **Dimensions** | Direct reports | N/A |
| Total staff overseen | N/A |
| Internal contacts | All Business Functions |
| External contacts | Vendors |
| Planning outlook | 12 months |
| Problems solved | Provides system access, break/fix and provisions kit |
| Financial authority | N/A |

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Job title** | End User Services Analyst - Apprentice |
|  |
| **Personal effectiveness** | Essential | Desirable |
| * Excellent communication skills, both verbally and written
* Ability to work both independently as well as collaboratively with IMT and the wider organisation
* Customer focussed approach to both internal and external customers
* Ability to work under pressure and meet deadlines
* Good problem solving skills and desire to innovate
* Convey professional image
* Ability to prioritise customer requirements
* Solutions focussed
 | * Has an empathetic approach to a social enterprise
* Escalates concerns or issues to the appropriate level and the appropriate time
 |
|  |  |  |
| **Technical effectiveness** | Essential | Desirable |
| * Ability to use Microsoft office applications to an intermediate standard
* Knowledge of Windows operating systems
 | * ITIL4
* CompTIA A+
* CompTIA N+
* CompTIA Security +
* MCP (Microsoft Certified Professional)
* Previous experience in a customer service environment
* Previous involvement/participation in projects, work/academic based.
* Previous experience in volunteering
* Knowledge of service management software (SysAid advantage)
 |
|  |  |  |
| **Acquired experience & qualifications** | Essential | Desirable |
| * GCSE Maths and English Grade 4-9 / A-C
 | * Customer service qualification
* Experience of delivering customer service / application support in a range of fast-moving environments
 |
|  |  |  |
| **Other requirements** | Essential | Desirable |
| * Motivated to learn
* Strong time management capabilities to balance work and study
* Genuine interest and desire for a career in the IMT Field
* Strong work ethic
 |  |