

## JOB DESCRIPTION

<b>Job title</b>	End User Services Analyst
<b>Sector/Function</b>	IMT – Information Management and Technology
<b>Department</b>	End User Services (EUS)
<b>Reports to</b>	Central Delivery Manager
<b>Grade</b>	3

<b>Job purpose</b>	<p>To provide efficient and high-quality service to internal and external customers in order to maintain the reputation of the End User Services Team. To work as part of the IM&amp;T team in delivering the department's services.</p> <p>To carry out administrative tasks in line with IMT billing and asset management procedures.</p> <p>To resolve break/fix faults at first contact with the user, using fault finding techniques and analytical skills to restore system availability, in line with SLA's. Drive high levels of customer satisfaction across the service whilst working to prescribed standard operating procedures within an ITIL framework.</p>
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Key accountabilities	<p><b>Stakeholder Management (including SLM and SLA):</b></p> <ul style="list-style-type: none"> <li>• Administration of User permissions.</li> <li>• Receiving and logging calls via telephone, email or in person, resolving queries in a customer focussed manner</li> <li>• Undertaking site visits and help with project/site implementations, providing floor walking facilities post project implementation when necessary</li> <li>• Resolving technical incidents – break/fix, end user devices, customer facing software applications and basic networking faults</li> <li>• Researching technical solutions using a combination of internal knowledge resources, personal knowledge and fault finding skills</li> <li>• Communicating with stakeholders on the progress of queries on a regular basis and in line with SLA.</li> <li>• This role may involve travel to various locations to support the needs of the business.</li> <li>• Administrative (billing, requisitioning, process mgmt) &amp; other EUS related tasks as directed by line management</li> </ul> <p><b>Incident / Change / Problem Management:</b></p> <ul style="list-style-type: none"> <li>• Receiving and logging calls via telephone, email or in person.</li> <li>• Escalations internally.</li> <li>• Escalations with 3<sup>rd</sup> party vendors when appropriate.</li> <li>• Contribute to the problem management process</li> <li>• Monitoring of alerts and notifying appropriate resolver group</li> <li>• Follow change management procedures</li> <li>• Adhering to major incident (P1) processes</li> </ul> <p><b>Request Management:</b></p> <ul style="list-style-type: none"> <li>• Installation of hardware, software and licences.</li> <li>• Arranging structured cabling.</li> <li>• Re-imaging of desktops and laptops.</li> <li>• Conducting technical site surveys, working in conjunction with the project executive.</li> <li>• Administration of user accounts within line of business systems including AD and M365</li> <li>• End user device management and deployment</li> </ul>
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	<p><b>Asset and Licence Compliance:</b></p> <ul style="list-style-type: none"> <li>Ensuring that Turning Point asset and licence database is kept up to date.</li> <li>Amend the asset register in accordance with standard operating procedures.</li> </ul> <p><b>Service Catalogue:</b></p> <ul style="list-style-type: none"> <li>Ensuring that Turning Point Service Catalogue is kept up to date Understanding and providing services in accordance with the Turning Point Service Catalogue.</li> </ul> <p><b>Knowledge Management (ITIL, knowledge base):</b></p> <ul style="list-style-type: none"> <li>To keep knowledgebase documents up to date for EUS staff and users enabling self-fix.</li> <li>Utilise the content of the Turning Point knowledgebase to ensure that incidents and requests are resolved in accordance with SLA.</li> <li>Maintain knowledge base documents in line with TP documentation standards</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>Understand Turning Point Security Policies</li> <li>Always adhere to Turning Point Security Policies</li> <li>Report security breaches and vulnerabilities when found.</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>To support Mobile Management by assisting with the associated administrative &amp; technical tasks</li> <li>Assist with provision, transfer (remote wipe) and disposal</li> <li>Assist with reporting requirements including cost analysis</li> <li>To work within Turning Points Policies and Procedures .</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>To undertake any other such duties reasonably requested which is appropriate to your grade, qualifications and experience.</li> </ul>
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<b>Dimensions</b>	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

Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Customer focussed approach to both internal and external customers</li> <li>• Ability to work as part of a team, demonstrating support to other team members and other teams</li> <li>• Ability to work self-guided &amp; under pressure and meet deadlines</li> <li>• Good problem solving skills and desire to innovate</li> <li>• Ability to work under pressure</li> <li>• Convey professional image</li> <li>• Convey technical issues in terminology that is easily understood by non-technical business users.</li> <li>• Owns resolution from start to finish –starter/finisher</li> <li>• Ability to prioritise customer requirements</li> <li>• Solutions focussed</li> </ul>	<ul style="list-style-type: none"> <li>• Has an empathetic approach to a social enterprise</li> <li>• Escalates concerns or issues to the appropriate level and the appropriate time</li> </ul>

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Ability to use Microsoft 365 applications to an intermediate standard</li> <li>• Good Active Directory administration skills</li> <li>• Good hardware knowledge (end user devices)</li> <li>• Knowledge of Windows operating systems management processes</li> <li>• ITIL v4 foundation certificate</li> <li>• Knowledge of service management software (SysAid advantageous)</li> <li>• Basic networking skills</li> <li>• Good Standard of written English</li> </ul>	<ul style="list-style-type: none"> <li>• CompTIA A+</li> <li>• CompTIA N+</li> <li>• CompTIA Security +</li> <li>• MCP (Microsoft Certified Professional)</li> <li>• Previous experience in a customer service environment</li> <li>• Previous involvement/participation in projects, work/academic based.</li> <li>• Previous experience in volunteering</li> <li>• Full UK driving licence access to a vehicle, with flexibility for national UK travel.</li> </ul>