

Service Desk Analyst - IT (Band 5)

Recruitment Profile - This is a summary of the Job Description and Person Specification



Blood and Transplant

About the Role

In this role your responsibilities will include:-

- Providing front-line support for national IT systems and services to all our customers in NHSBT.
- To minimise the adverse effect of incidents by ensuring that normal service is restored in an effective and timely manner, and within defined service level agreements.
- To take ownership of all Service Requests, ensuring that they are recorded accurately, and that via utilisation of the knowledge base appropriate resources are applied, and will be responsible for handling requests throughout the incident management lifecycle within agreed SLA & KPI timescales.
- Escalation and liaison with other service providers for incidents requiring specialist help.
- Understanding and utilising remote support and management tools to assist in ongoing management and resolution of incidents.
- To contribute to the expansion and maintenance of the knowledge base
- Maximising customer satisfaction at every interaction and resolve as many incidents at First Contact as possible.

You will be required to work within a shift pattern covering current core service hours of 8am to 5pm Mon-Fri, and participate in an 'On Call' rota outside of core working hours, including weekends, to ensure continuity of service provision to our customers.

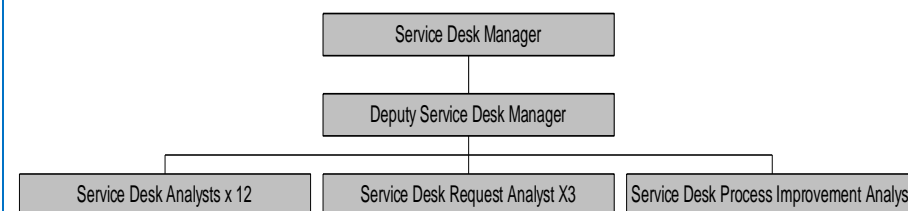
About Us

Our **Core Purpose** is to demonstrate our **values** every step of the way, to save and improve more lives than ever

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

Organisation Structure



About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Experience in an IT Service Desk OR IT Support environment with some first or second line technical expertise/experience
- Significant experience of providing IT technical support in a national multi-site or international organisation and understanding of the technical terms used in IT
- Experience of remotely providing support in a Windows environment
- Experience and understanding of support in a thin client environment
- Developed knowledge of and experience of dealing with voice and mobile telecommunications.
- Experience of working with Microsoft Office packages (Word, Excel and PowerPoint).
- Experience of using and contributing to a knowledge base containing technical or support information.
- Excellent keyboard skills, to enable fast and accurate logging of call details whilst engaging in telephone conversations with customers

Skills and Abilities

- Communicate succinctly, both verbally and in writing, using appropriate styles, methods and timing, in order to engage and influence others
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Recognise your own job role boundaries / limits of practice and know when to ask for guidance
- Follow written instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

Qualifications and Training

- Degree or equivalent in a relevant subject e.g. computing **OR** equivalent relevant experience to degree level
- NVQ level 2 in a customer service environment, or equivalent qualifications.
- Service Desk Institute (SDI) Service Desk Analyst (SDA) diploma or equivalent qualification / experience would be desirable
- ISEB Foundation Certificate in IT Service Management (iTIL v3) would be desirable
- Technical qualification e.g. Microsoft Office Specialist or Certified Desktop Support Technician, or CompTIA A+ would be desirable