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| **Role title:** | Service Desk Analyst | **Responsible to:** | Service Desk Team Leader |
| **Division:** | Digital & Change | **Department:** | Service Delivery |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Service Desk  |
| **Scale:** | No people£0 Budget£0 income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** |  | **Role Family** |  |

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| **Overall Role Purpose** |
| The purpose of the Service Desk Analyst is to provide technical IT support across a number of disciplines to colleagues across the MPS group. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Ensure incidents and service requests are delivered against structured SLA and KPI targets to deliver excellent service to colleagues and members.
* Recommend improvements to operational processes and procedures to deliver improved efficiency and cost.
* Proactively look for improvement in service, supporting other members of the team.
* Contribute to the development and delivery of the Digital and Change divisional strategy and the Service Delivery departmental strategy to plan, cost and quality
 | * IT Service Reporting Pack and Balanced Scorecard
* Measurement against annual IT Service Desk survey
* Stakeholder feedback
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the D&C leadership team
 | * Departmental operational budget vs plan
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| **Member*** Seek opportunities to continuously improve ways of working (services, processes, tooling) and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, SLA’s, financial targets and great member experience and outcome.
* Provide support to the D&C division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
 | * Net promoter score
* Member satisfaction survey results vs plan
 |
| **People*** Take personal accountability for own training, competence, performance and engagement of self ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
 | * Delivery of Personal Development Plan
* Delivery of Personal Development Plan
* One to one / performance review meetings
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| **Risk*** Ensure that requests for access to systems and resources are adequately approved.
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Provide 1st Line technical support to MPS colleagues via multiple channels including phone, email, portal, chat and face to face.
* Provide regular status updates to colleagues to ensure that incidents and requests are effectively prioritised and actioned.
* Fulfil service requests raised by MPS colleagues for access to systems, resources and equipment.
* Ensure that work is completed in line with agreed quality guidelines and that SLA / KPI targets are met
* Effectively classify and prioritise incidents and escalate to Team Leader where appropriate.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking  |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * **Proven practical experience of working within a Service Desk or IT support team.**
 | * **Genuine interest in IT and a desire to develop a career in IT support.**
* **The ability to prioritise work and manage multiple activities.**
* **Excellent interpersonal and written communication skills.**
* **Ability to work with high attention to detail and accuracy.**
* **Ability to problem solve and make informed decisions using own initiative.**
* **Ability to handle confidential information and act with integrity.**
* **High-energy work ethic, ability to establish vision, drives change and delivers results.**
 | * **Experience of using Active directory to provide access to resources**
* **Experience of managing incidents and requests via an IT Service Management platform / ticket management system**
* **Experience of delivering against SLA and KPI targets**
* **Experience of explaining technical issues and solutions to non-technical staff.**
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| **Desirable** | * **Qualified to foundation level in ITIL v3, 2011 or ITIL 4.**
 | * **Understanding of the Office 365 product suite**
* **Knowledge of ITIL change management and problem management processes**
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