

## 1 Service Desk Junior Analyst / Service Desk Analyst

ORX are currently looking for a new team member in the pivotal role of Service Desk Analyst. This is an important position, acting as the primary point of contact for internal and external support issues, as well as providing support for data cycle management, the main services offered by ORX.

The role is expected to follow a progression path starting either as a Service Desk Junior Analyst, which would suit a school leaver or graduate, or a Service Desk Analyst, for candidates with a degree of IT service desk/support experience who are looking for the next step in their career.

The candidate will be supported throughout with mentorship from other members of the team, and a path to progress to a higher grade within the team upon completion of set milestones.

## 2 Service Desk Junior Analyst

### 2.1 Job Details

Job Details:	
<b>Job Title:</b>	Service Desk Junior Analyst
<b>Department:</b>	IT
<b>Reporting to:</b>	IT Service Manager
<b>Responsible for:</b>	N/A
<b>Budget responsibility:</b>	N/A
<b>Location</b>	Flexible

### 2.2 Job summary and main purpose

The Service Desk Junior Analyst role delivers both 1<sup>st</sup> line internal and external customer support, assistance with external ORX members as well as a varied involvement in delivering IT projects. It is an important role within the IT team ensuring that our change agenda is adequately supported and driven.

The role will be responsible for:

- The day-to-day operation of the service desk, responding to and resolving incidents, escalating to other members of the support team where required.
- Configuring and training users on key customer facing systems, responding to member queries and
- Providing internal IT support to ORX staff, as such the candidate will need to have excellent customer service and communication skills.
- Supporting projects taking place within ORX; this aspect of the role will involve pro-active coordination, task management and delivery assistance on behalf of project leads.
- Involvement in managing customer data collection, liaising with ORX members and internal stakeholders to ensure timely completion of the data cycle import and validation tasks.

This role is expected to be a development role, starting off at entry level, then progressing through to more senior responsibilities as the candidate develops. ORX will support the candidate with mentoring and formal training opportunities, and the candidate will need to be a self-starter with an interest in IT and a drive to develop.

The role will be primarily based from home, although there will be an occasional requirement to work from the ORX office in the centre of Bath. As such the preferred candidate should live within commuting distance of Bath.

**2.3 Principal duties and responsibilities**

*The Service Desk Junior Analyst responsibilities will be expected to cover the following areas within 6 months of commencing the role. Although candidates aren't expected to have all the listed skills initially, they will need to be able to hit the ground running and will be expected to have a proactive and conscientious approach to the way they work.*

**Provision of data collection support to ORX Members**

- Follow work instructions to manage customer data upload and validation
- Escalate calls to other members of the IT team and other teams within ORX and monitor their progress effectively
- Administer Member and User Administration functionality
- Administer the ORX website and News sites

**Supporting ORX support requests including:**

- Follow incident management processes, ensuring SLAs and KPIs are met.
- Provide 1<sup>st</sup> line support for Windows, Office365 and other applications within the ORX IT estate
- Troubleshoot hardware and software incidents
- Support presentation and conference call equipment
- Maintaining the software and hardware inventory for ORX IT equipment
- Administer Active Directory user accounts and permissions
- Escalate incidents to 3<sup>rd</sup> party vendors and internal support teams as required
- Use remote working technology such as Microsoft Teams and LogMeIn to provide support
- Excellent customer service and communication skills

**2.4 Candidate profile**

CRITERIA	Essential	Desirable
<b>Knowledge and experience</b>		
Knowledge of Microsoft Windows and Office365	X	
Experience of desktop IT support		X
Experience in remote IT support		X
<b>Skills and abilities</b>		
Strong customer service skills	X	
Excellent communication skills and numeracy	X	
Handle confidential material with highest discretion	X	
Work autonomously and pro-actively	X	
Self-motivated and highly organised	X	
Able to cope under pressure and prioritise tasks	X	
Reliable and trustworthy	X	
Willingness to learn	X	
Attention to detail	X	
Demonstrable ability to adapt to new situations, solve problems and develop new skills.	X	

### 3 Service Desk Analyst

#### 3.1 Job Details

Job Details:	
<b>Job Title:</b>	Service Desk Analyst
<b>Department:</b>	IT
<b>Reporting to:</b>	IT Service Manager
<b>Responsible for:</b>	N/A
<b>Budget responsibility:</b>	N/A
<b>Location</b>	Bath, United Kingdom

#### 3.2 Job summary and main purpose

Once the candidate has built up some experience as a Service Desk Junior Analyst, they will be expected to progress into the Service Desk Analyst role.

In addition to fulfilling all duties listed in the Service Desk Junior Analyst job description above, as part of the analyst's personal development plan, ORX will support them to complete a selection of the following courses. The courses that will be completed will depend on the development route that the analyst wants to follow.

- ITIL 4 Foundation
- Microsoft Modern Desktop Administrator Associate – MD-100 / MD-101
- Azure Fundamentals AZ-900
- AWS Certified Cloud Practitioner
- Comptia A+

By this stage the analyst will also be able to man the ORX service desk on their own, manage all support calls that are received into the ORX service desk and be able to run data cycles from start to finish.

The candidate will also get involved with internal projects, assisting within IT and the wider ORX team by supporting the delivery of new and existing project initiatives.

At this stage, it's expected that the Service Desk Analyst may choose to specialise into a specific area of IT (e.g. cloud, infosec, service management etc.) and will be expected to undertake further training and take on additional responsibilities in order to progress to the grade of Service Desk Senior Analyst.

## 3.3 Principal duties and responsibilities

### Provision of data collection support to ORX Members

- Follow work instructions to manage customer data upload and validation
- Escalate calls to other teams and monitor their progress effectively
- Administer Member and User Administration functionality
- Administer the ORX website and News sites
- Manage and own a subset of data collection cycles from start to finish

### Supporting internal ORX support requests including

- Follow incident management and other service management processes, ensuring SLAs and KPIs are met.
- Provide 1<sup>st</sup> line support for Windows, Office365 and other applications within the ORX IT estate
- Troubleshoot hardware and software incidents
- Support presentation equipment and conference calls
- Maintaining the software and hardware inventory for ORX IT equipment
- Administer Active Directory user accounts and permissions
- Escalate incidents to 3<sup>rd</sup> party vendors and internal support teams as required
- Providing exceptional customer service and communication to end users
- Utilise remote working technology such as Microsoft Teams and LogMeIn
- Be able to work independently

### Providing IT Project Support

- Assist with the delivery of IT projects across ORX
- Monitor overall progress and use of resources
- Support progress reporting, and maintain stakeholder engagement
- Maintain project level task, issue logs and risk registers

**3.4 Candidate profile**

CRITERIA	Essential	Desirable
<b>Qualifications &amp; Training</b>		
Entry level IT qualifications completed as agreed in personal development plan	X	
<b>Knowledge and experience</b>		
Knowledge of Microsoft Windows and Office365	X	
Strong desktop support skills	X	
Experience in supporting users remotely	X	
Experience in task management	X	
<b>Skills and abilities</b>		
Demonstrable ability to adapt to new situations, solve problems and develop new skills.	X	
Excellent communication skills and numeracy	X	
Handle confidential material with highest discretion	X	
Work autonomously and pro-actively	X	
Self-motivated and highly organised	X	
Able to cope under pressure and prioritise tasks	X	
Reliable and trustworthy	X	
Willingness to learn	X	
Attention to detail	X	
Strong customer service skills	X	