

Job Description

Job Title: Service Desk Specialist
Reports to: ICT Service Delivery Manager
Location: Primary Locations Ol dbury or Home Based

Purpose

As a Service Desk Specialist, you will have a customer service background and are looking to specialise in offering exceptional support to our customers.

Working in the Service Operations team, you will be involved in delivering support to ensure customer support requests are recorded and managed in a timely and effective manner. Ensuring that customer expectations are met or exceeded. It is essential that standards are followed, and policy and processes adhered to ensuring a quality customer service experience is created using the ITIL framework. Always looking to continually improve and support the Service Desk management systems to ensure the business demands are managed and progressed and ensuring customers and kept informed of their individual requests.

Main Duties and Responsibilities

Service Desk Operations

- Ensuring all Incidents and Service Requests are accurately identified, categorised, prioritised, and managed.
- Delivering against agreed objectives, KPIs and SLAs.
- Collaborating with the wider operational, account and 3rd party teams to resolve incidents and service requests.
- Providing technical assistance to support colleagues, team and department.
- Identifying and owning continual service improvement, opportunities and initiatives.
- Identifying, owning, and escalating operational risks and issues.
- Collecting and analysing data with which to contribute to management information.
- Supporting Team Leaders with quality management and customer satisfaction activities and escalation management.
- Drive behaviours and culture to make the Service Desk the single source of service delivery for the company.
- Ensure customer incidents that occur across the Shaw Trust services & products or involve multiple 2nd line groups and 3rd Parties are coordinated so that the customer receives a consolidated response from the BTIS department.

- Monitor and manage service request queues (participating in escalated calls as needed).
- Review ticket updates to ensure accurate notes on the current status and closure reports are clear.
- Work with the BTIS Leadership to promote a 'One Team' culture across the Shaw Trust group recognising all suppliers as group suppliers.

Escalation Management

- Advise BTIS leadership on situations that may require additional client support or escalation.
- Escalate to 2nd and 3rd line support teams and partners, informing the teams of P1/P2 incidents

Communications and Major Incidents

- Ensuring major incidents are identified and announced correctly to the Service Operations Management team.

Problem, Change and Root Cause Management

- Work with service owners to determine the root cause of issues and communicate appropriately to internal and external customers.

Customer Experience & Improvement

- Interact with internal and external customers at all levels of the organisation.
- Interact with external suppliers to improve efficiencies and services
- Ensure that customers receive timely updates on incidents.
- Review customer and survey feedback to improve services.
- Keep confidential all client and company proprietary information.
- Always looking for opportunities for improvement.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to

promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • ITIL v3.0 Foundation (D) • Support Windows 10 and Windows 7 (E) • PC and Mobile Telephony support (E) • Office 365 Applications (D)
<p>Experience</p> <ul style="list-style-type: none"> • Previous IT and/or Telecoms Service Desk experience (D) • Extensive experience in improving customer experience via the use of technology (E) • Strong technical knowledge of the products and services supported by the Service Desk (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent analytical, conceptual thinking, planning and execution skills (E) • Strong customer service delivery acumen, including industry, domain-specific knowledge of the enterprise and its business units (D) • Awareness of appropriate regulatory or statutory compliance, including GDPR • and information security (D) • Success in leveraging traditional best practices, such as ITIL (D)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Demonstrated ability to train and guide people to ensure they have the knowledge to support our customers. (D) • Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to business leaders, and business concepts to the technology workforce (E) • Embraces change and drives continuous improvement (E) • The ability to work under pressure in a fast-paced environment (E) • Driven, self-motivating and able to work under own initiative. • Experience with developing or training others (D) • People & Customer-centred in a commercial framework and takes accountability for results (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Collaborates and unites with others behind the organisation's mission (E) • Provides a best in class service to all clients internal and external (E) • Creates a positive culture that encourages team members development and is highly regarded as a place people would want to come to work (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at a XXXXXX level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)