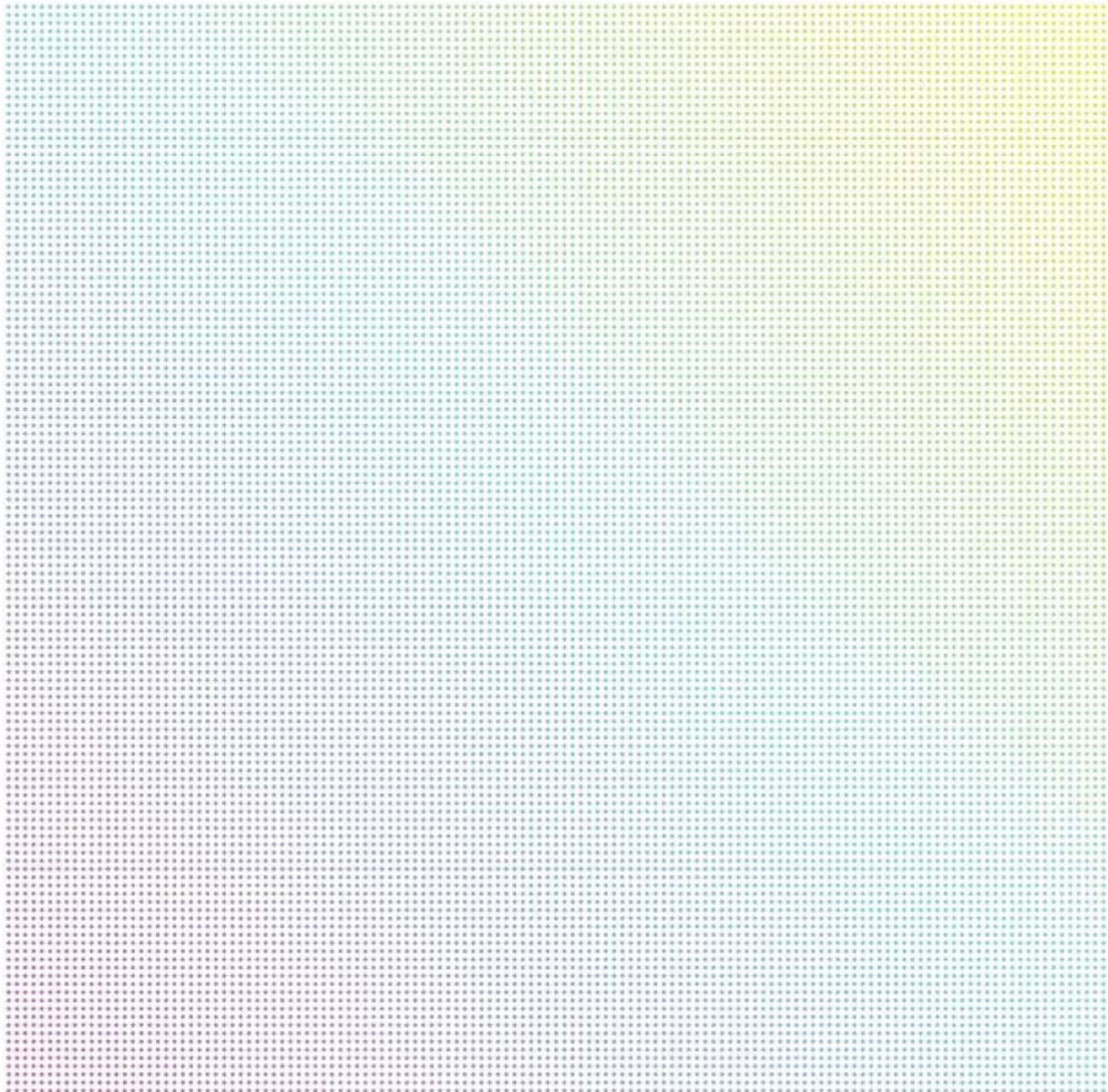




Xalient Job Description

Service Desk Analyst



Job Description

Job Title: Service Desk Analyst
Location(s): Leeds
Role Objective
<p>Reporting to Xalient Head of Support and Innovation.</p> <p>Provide our customers with a single point of contact for all support requests (SPOC)</p> <p>Provide technical support troubleshooting and resolving as many incidents as possible at first point of contact (FPOC)</p> <p>Ensure all reported issues are logged into the ITSM tool</p> <p>Take ownership of incidents creating a positive experience for our customers whilst displaying a professional attitude</p>
Key Responsibilities
<p>Based in the Xalient Network Operations Centre in Leeds core activities of this role include:</p> <ul style="list-style-type: none"> • Provide a friendly and professional service to our customers at all times • Evaluate the priority of Incidents logged to ensure all diagnostic information is provided for error resolution and incident analysis. • Take responsibility for and own incident and service requests. Resolve, manage or escalate through to completion to the customer's satisfaction and within service level agreements • Ensure that the appropriate incident management processes are followed • For all requests that cannot be directly resolved, provide an effective interface between customers and those responsible for diagnosis and resolution, taking into account agreed levels of service. • Produce documentation and keep knowledgebase articles up to date to improve first-time fix rates. • Ability to produce training documentation for Service Desk and general staff when required • Work together with your team members to ensure all aspects of support services are met (team and Individual KPIs) • Promote and sustain a constructive, supportive and friendly working relationship with employees and our customers. • Deliver various other project tasks as required by your line manager and company. • Adhere to appropriate departmental procedures and practices • Actively take responsibility for your own personal career development in all respects.

Skills & Experience

Demonstrable experience in the following areas:

- Strong understanding of ITIL and IT Best Practices (ITIL Foundation certified)
- Experience in developing processes and related documentation
- Good understanding of networking technologies (WAN/LAN)
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)

Display a strong working knowledge of ITIL Incident, Change & Problem Management

Prepared to challenge the status quo to create value for the organisation and our customers

Ability to work under pressure meeting tight deadlines whilst demonstrating drive and a positive approach to work

A logical approach to troubleshooting, diagnosing and resolving problems (technical and non-technical challenges in the business environment)

Experience and understanding of Networking Technologies (WAN / LAN) and Microsoft Office

Experience working as part of a team with the ability to learn and develop new skills whilst showing that you can prioritise work efficiently and productively and manage your time well.

Excellent communication skills (verbal, written and listening) including an excellent telephone manner and high customer service skills

Self-motivator, results and quality orientated, good organisational skills, attention to detail, positive helpful attitude

Qualifications:

- Qualified ITIL V3 Foundation

Competencies:

- **Initiative** - *The willingness to move things forward by taking action without needing to be asked and without due escalation.*
- **Achievement Orientation** - *The determination to perform at the highest standard, aiming to exceed norms and expectation.*
- **Customer Orientation** - *The ability to recognise both internal and external customers and the willingness to cooperate with them fully, in order to help them achieve their objectives.*
- **Analysis** - *The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems.*
- **Adaptability** - *The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.*

- **Organising Work** - *The ability to marshal and manage resources (people, funding, materials and support) to achieve a project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals.*
- **Professional Expertise** - *The ability and motivation to apply and develop one's own professional knowledge and to share this expertise with others.*

Mobility Requirements

This role is mainly in our Leeds office.

Occasional travel may be required, therefore a UK driver's license is desirable, although not mandatory.