JOB DESCRIPTION

Job Title:	Service Desk Analyst (South)
Service / Department:	Digital, Data and ICT
Reports To:	Service Delivery Manager
Responsible For:	N/A
Location:	Home Based, must live within 1 hour drive of Reading, with regular travel across the South.
Salary:	£34,850 (plus £5k car allowance)
DBS Check:	Basic

Job Purpose:

- To be responsible for providing 1st and 2nd line support to all ICT users nationwide and provide administrative support to the ICT team. Delivery of a quality customer focused IT service to all service users and stakeholders.
- To support and maintain Salvation Army Homes' ICT infrastructure including hardware, software, applications, communication systems, and all equipment within the WAN and LAN environment.
- To play a positive and active role in the ICT team and across the business. To be flexible and accommodate any other related duties within the ICT function. To participate in occasional out-of-hours or weekend work as required such as planned maintenance or site work. To provide bank holiday cover on a rota basis.

Main Duties and Responsibilities:

- Main duties and responsibilities:
- To provide support to Salvation Army Homes colleagues by ensuring that 1st and 2nd line incidents, and service requests are raised and managed effectively. To communicate with colleagues throughout their lifecycle and in a timely manner.
- Contributes effectively to ongoing knowledge management within the service. Creation and maintenance of support documentation where appropriate.
- To provide initial user support for corporate and bring your own PCs, laptops, mobiles and tablets, networking, business applications, intranet, and website, and for emerging business and bespoke applications.
- To provide support to the Business Systems team where required to investigate complex issues.
- To process new starters and leavers within agreed timescales in a way which meets business requirements.
- To work in conjunction with ICT colleagues to monitor the ICT infrastructure health proactively.
- To assist in developing and implementing ITIL Service Support processes including Incident Management, Change Management, and Release Management processes within the ICT team.
- To maintain Salvation Army Homes' ITIL configuration management system; ensure that hardware and software assets are accurate and kept up to date.
- To support workstation assessments and address any IT related issues arising from these.
- Demonstrates accountability for self-development and learning of technologies which are relevant to Salvation Army Homes' ICT strategy and service catalogue.
- Contributes to the effective processing of purchase orders and invoices.

- Use your excellent communication skills to collaborate effectively with teams and other stakeholders.
- Being brilliant at the basics, knowing your role, your service and your customers inside out so you can prioritise service delivery according to business need.
- Making brilliant decisions using your wisdom and experience.
- Keeping an eye on what is happening in the sector to make sure Salvation Army Homes can leverage value from introducing new systems and processes.
- Being a great team player and doing what it takes to keep the business moving forward.
- Participate in essential training, role related training and work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Participate in essential training, role related training and work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes values and behaviours and adopting an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- ITIL V4 Foundation
- MCP, VCP, CCA, CCNA other IT vendor certification

Aptitudes and Abilities:

- Passionate about the Salvation Army Homes' mission and reflects its culture and values.
- Industrious, shows initiative and is innovative.
- Proactively demonstrates a strong commitment to equality and diversity and works in a manner that is inclusive.
- Strong focus on customer service and a positive attitude.
- Open to learning and development and fosters a learning culture.
- Flexible approach to work and working patterns.
- Open to constructive feedback from all levels.
- Contributes to the success of ICT service delivery and projects.
- Excellent communication skills and ability to explain technical detail in a non-technical way.
- Effective triage and prioritisation of incidents, service requests and changes.
- Understand the impact of ICT on the wider mission and organisation.
- Strong interpersonal skills to form positive relationships with colleagues and ICT team members.
- Agile and responsive to change, particularly in an evolving and challenging external environment.
- A self-starter who can manage their own performance and personal motivation.
- Able to think laterally and creatively to diagnose ICT problems.
- Awareness of cybersecurity threats and protocols.
- Excellent time management skills. Works well with people, manages expectations and fulfils promises.
- Ability to work accurately and pay attention to detail.
- Willing and able to travel to regional offices and sites around the country.
- Fully align with Salvation Army Homes values and behaviours and adopting an 'advantaged thinking' perspective through language, conduct and behaviour.
- Must have a valid UK driving license, with access to your own car and willingness to travel on a regular basis.

Experience and Interests:

- Experience of 1st 2nd line support in a multidisciplinary, internal support function.
- Experience of Microsoft and Apple technologies and devices.
- Awareness of server, desktop, mobile and cloud technologies. Basic understanding of networking technology such SD-WAN, MPLS, SAN, VoIP.
- Fundamental understanding of ITIL and IT Security processes and frameworks.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	**Servant Leadership** — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	**Passion** — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	**Inclusion** — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	**Respect** —we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	**Empowerment** — we have trust	Have we given the right context to our message? Has our communication been story-driven?