

**Job title:**

# End User Computing Analyst

**Line manager:**

End User Computing Team Leader

**Grade (if applicable):**

3

**Direct reports:**

None



## Role purpose:

To provide 2nd line technical support to the first line team where necessary and acting as an escalation point. To work on projects to facilitate the smooth transition of new systems in the Operations team. To resolve complex queries, issues and requests to customer satisfaction.

Working with the IT Field Engineering team, and wider support teams such as the IT Service Desk, 2<sup>nd</sup> Line and Infrastructure teams to respond to Incidents and Service Request's raised in the ITSM tool.

Ability to translate between technical and business requirements and act as a bridge between technical and non-technical stakeholders. You'll need to present complex technical information to in a simple non-technical way to ensure the audience understands.

## Duties and Responsibilities:

- To provide effective and a solution focussed 2nd line IT service across all aspects of the business.
- To work closely with all IT teams in resolving complex IT queries and the delivery of excellent service.
- To diagnose and resolve software and hardware incidents, across a range of software applications and devices. Liaising with 3rd parties where neccassary
- To assist all customers with any logged IT related incident or request when called upon.
- To take full ownership of issues by carrying out root cause analysis to implement permanent fixes; escalating incidents and problems to other support teams where necessary.
- To prioritise and manage several open cases and projects at one time
- To create, maintain and publish relevant support documentation in enabling users to become more self-sufficient.
- To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- To maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the To be a highly motivated team player with the skills and ability to manage changing priorities.
- To facilitate Problem management by proactively identifying recurring incidents and trends, finding permanent solutions to reduce tickets to the Service Desk.
- To work collaboratively with the Transition team to ensure new systems are on-boarded successfully.
- To administer the Service Desk system, ensuring all tickets are entered into the system, and maintain the information to ensure its timeliness, accuracy, relevancy, escalation and status.
- To update, maintain and audit systems/records, with special emphasis on the IT Asset Register, to ensure that information/data is kept up to date and accurate and that KPI's are met.
- To maintain a working knowledge of and supply guidance on all hardware and desktop applications in use within Peabody and to use this knowledge to assist in the creation and maintenance of a technical and end user documentation library.
- To develop and maintain relationships with external and internal stakeholders in order to support our customers.
- To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.

**Version Date:**

**Signed off by:**

## Success metrics:

- Ensure all incidents and Service Requests assigned to the team meet their SLA
- Requests are escalated to the relevant teams and managed end to end
- Adopting, developing and enhancing best practice in all routine operations
- Ensuring that customer satisfaction is continuously met for all Incidents and Service Requests that are owned by you and your team.
- Excellent feedback from customers
- Work and services are delivered to completion and out of hours or on call out is utilised when necessary

## About you:

### You will have:

- Experience working within a Service Delivery team, providing 2<sup>nd</sup> line support.
- Proven ability in working within an ITIL environment, with an ITIL v3 qualification preferred.
- Ability to work independently, exercising good initiative and judgement.
- Ability to work within a team
- Excellent written and verbal communication skills.
- Good experience with managing incident & request in an ITSM tool
- Breaks information down into easily understandable parts.
- Handles customer interactions capably.
- Strong interpersonal skill is essential
- Broad technical knowledge of:
  - Mitel
  - Thin Client technology
  - Printers
  - Windows/IOS/Android devices
  - Competent in Microsoft Office products.
  - MS Intune
  - WIFI Technology
  - Citrix