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| **Job Role:** | **Senior Service Desk Analyst** | **Banding: 4B** |
| **Job Family:** | IT | |
| **Summary:** | Provides technical support, and help optimise service desk operations to ensure efficient IT support and service delivery. | |
| **Purpose:** | To provide level 1 to level 2 technical support across all aspects of the IT infrastructure, software, and hardware. The Senior Service Desk Analyst will assist in providing guidance and training to other team members, and supporting the efficient management of incidents and requests. The senior Service Desk Analyst will act as a deputy to the IT Service Desk Team Leader. | |

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| **What I Do:** | **How I Work:** | **What I Can Do:** |
| * Assist in the effective support of Service desk and Infrastructure; both on premises and cloud hosted environments. * Ensure Incidents, Requests are resolved within service level agreements, avoiding any unnecessary delays and act as a point of escalation for complex technical issues. * Act as a deputy to the IT Service Desk Team Leader, providing support in day-to-day operations and absence. * Changes are successfully implemented inline with policy. * Awareness of all cyber security requirements expected in relation to your role. * Monitor and respond to alerts in all IT systems within your area of responsibility. * Maximise the use of IT systems to ensure they provide the best value. * Maximising availability of all IT infrastructure through continuous improvement and proactive, preventative maintenance. * To install and configure Endpoint & Server Software & Hardware * To assist in the delivery of all planned projects as required. * To perform the day-to-day activities with the team ensuring that processes run efficiently and effectively, and any issues are escalated in a timely manner. * Engage in a workspace that encourages creativity and innovation. * To monitor the documentation relating to the configuration of systems and ensure they are updated as required. * To liaise with 3rd parties regarding the purchasing of hardware and software. * To maintain and implement core system parameter changes. * To support and maintain the Society’s telephone systems. * Use your initiative and act as problem solver, finding solutions instead of problems. * Ensure that all internal and external audits are fully supported with timely provision of requested evidence. * Continually seek ways to improve the efficiency of the Service Desk operations and recommend changes to management. * Provide guidance and training to other Service Desk Analysts. * Assist in monitoring third-party service performance and escalating issues as needed. * Actively contribute to process improvement initiatives within the IT Service Desk. * Ensure seamless handover of escalated issues between Service Desk and senior IT teams. | **Customer Focus:**  Committed to delivering excellent internal and external customer service by resolving issues efficiently, ensuring satisfaction and continuity of service.  **Accountability:**  Takes ownership of assigned tasks and responsibilities, including compliance with documented procedures and regulatory expectations (e.g., FCA, AML).  **Attention to Detail:**  Ensures accuracy in documentation, reporting, and system configurations to maintain operational integrity and audit readiness.  **Continual service improvement:**  Actively contributes to identifying opportunities for service desk improvements and operational efficiency.  **Collaboration:**  Works closely with peers, 3rd parties, and senior IT teams to ensure effective communication and seamless service delivery. Builds strong interpersonal relationships with stakeholders at all levels, including Board, Executives, Managers, and external partners.  **Adaptability:**  Flexible and quick-thinking, able to respond to evolving technologies, change management, and shifting priorities in a fast-paced environment.  **Team Support:**  Provides informal support and guidance to colleagues, helping ensure the smooth operation of the Service Desk in the absence of senior staff. A dependable team player who contributes to a positive and productive work environment.  **Problem Solving:**  Strong problem analysis and resolution skills, comfortable handling service escalations and providing technical guidance. Uses initiative to find solutions, not problems.  **Organisation and Prioritisation:**  Highly organised and efficient, able to manage multiple tasks and prioritise workload effectively while maintaining accuracy and quality.  **Communication:**  Excellent communicator, both verbal and written, with the ability to explain technical issues clearly to colleagues and third parties.  **Resilience and Drive:**  Maintains composure under pressure and approaches challenges with a solution-focused mindset. Self-motivated, dependable, and driven to succeed. Always punctual and maintains strong timekeeping. | **Qualifications**   * 5 GCSES/O’LEVELS A-C * Level 3 Qualified A-LEVEL/DIPLOMA or Qualification in I.T or equivalent * Valid UK drivers license and access to own transport. * ITIL Foundation (desirable)   **Experience:**   * 3+ years’ experience in a technical support position * Experience training or guiding junior IT staff. * Experience handling escalated technical issues before senior intervention. * Experience working in regulated environment (desirable)   **Knowledge:**   * Good knowledge with all Microsoft 365 Applications. * Endpoint Security * Printing & Scanning, configuration and management * Good understanding of network infrastructure including VLANs, firewalls, and VPNs. * Active Directory Administration including Group Policy * Configuration & deployment of Endpoints * Exposure to virtualisation (e.g., VMware, Hyper-V). * Knowledge of IT security best practices and endpoint protection. * Exposure to vendor and third-party management for IT services and infrastructure. * Regulatory systems (desirable) * SharePoint & Azure administration (desirable) * Windows Server Administration (desirable) * Hands-on experience managing service escalations. (desirable) |
| **General Duties**   * Carry out all duties as detailed and in accordance with documented policies and procedures. * Maintaining risk awareness within your role, ensuring relevant controls are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment. * Assist in the preparation and collation of management information in accordance with laid down procedures and standards. * Ensure all targets/objectives as laid down are achieved. * Promote the interests of and ensure adherence to the policies of the Society. * To carry out all duties taking into account the FCA’s Conduct Risk requirements and principles of Treating Customers Fairly. * To carry out all duties in compliance with the FCA’s Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON). * To ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:   + Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.   + Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.   + Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures. * Undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society. | | |

