



Service Desk Administrator

Department:	Enterprise Services
Report to:	Technical Support Manager
Job Family:	Group Services
Career Family / Job Capsule:	Professional/Specialist
Key dimensions:	(£Budget, Team headcount FTE, any other relevant P&L metrics as they become available)

Purpose of the role:

- As the Service Desk Engineer you will act as the first point of contact for our business needs, recording all contact on our service desk tool.
- The primary objective of the role is to provide FTF (First Time Fix). This will be achieved by trouble shooting, diagnosing and resolving incidents/request at FTF or escalation to one of our 2nd/3rd lines support specialist teams to investigate and resolve.
- Through this role, you will remain as SPOC (Single Point of Contact) with the customers, maintain ownership of the original fault and acting as the main point of contact between the customer and the technical teams. Providing timely updates and ensuring the fault is given the correct priority level and attention.
- Working a team rota to ensure cover for the opening times of the service desk to meet customer needs (Changeable)
- To protect OneFamily infrastructure, systems and data assets, adhering to Corporate Governance rules, security policies and Industry best practice.
- To ensure OneFamily infrastructure and team's processes are formally documented to agreed standards, including but not limited to maintenance of a Knowledge Base.
- To provide technical support to colleagues, assessing problem solutions and designs and providing constructive feedback.
- To act as a role model for behaviours and quality of delivery.

Key accountabilities:

- Ownership for answering and making calls to users/engineers and 3rd parties.
- Ownership of the IT Service Desk mailbox sending and responding to emails, to users/engineers and 3rd parties.
- Dealing with incoming faults in a professional, courteous manor over the phone, email and face to face.
- Taking ownership of faults and managing them in a logical methodical manor, collecting the relevant details and passing on when not a FTF for the Service Desk
- Correctly logging incidents/request, categorising and prioritising them in line with team procedures.
- Conducting full and through diagnostics with the end user/customer to enable FTF.
- Ensuring all faults are progressed and cleared within SLA – Escalating to other internal and external teams as appropriate. With all initial diagnostics captured in the ticket, and contact details.
- Managing faults through their entire lifecycle from the first point of contact through to resolution, proactively keeping the customer informed of progress.
- Diagnosing and resolving problems to the customers need and their satisfaction.
- Maintain and develop own knowledge and skills to assist with FTF.
- Identify and escalate repeat issues or service RISK into service management team.
- Sharing knowledge with team and colleagues.
- Creating documentation for new FTF and procedure improvements.
- Manage several scheduled tasks for customers, design to ensure that customers systems remain operational.

Skills / Experience / Knowledge:

Technical Skills:

- Familiar with working on Windows 2007, 2008 and 2010 estates.
- Apple OS
- A keen interest in networking and WAN technology
- Must be able to demonstrate a customer first approach to support
- The ability to liaise and communicate confidently and professionally with customer representatives at all levels
- Natural aptitude for trouble shooting & problem solving
- Have solid experience in a helpdesk/service desk or technical support environment
- Highly organised and able to work on own initiative to complete the range of tasks required
- Flexible and willing to work outside core business hours as required

Desirable qualified to at least one of the following levels:

- Cisco certified network associate (CCNA)
- Microsoft certified solutions associate (MCSA)
- Fortinet certified network security administrator (FCNSA)
- Red hat Certified system administrator (RHCSA) or equivalent
- ITIL V3

Essential

- Knowledge of Microsoft Office
- Eye for detail
- General enquiries to be dealt with efficiently
- Can build a good rapport



- To provide handover, knowledge transfer and documentation to team/department upon completion of significant new solutions or changes.
- Understanding of the implications/restrictions of software licensing.
- MI reporting from the Monthly, weekly and other feedback forms and systems.
- Administration of leavers and new starters, working with the Access management team.
- Administration of leavers ensuring all hardware is returned.
- Fulfil, cover and support in roles/activities that the manager requires you to take on and own.
- Provide cover for the on-site rota, that covers the business opening hours and needs.

Documentation - Creating and maintaining technical procedures and “How-To” documentation for the relevant audience.

Disaster Recovery - Lead, Business Continuity and hardware/software resilience demands. Participation in the annual Disaster Recovery test, from the Desktop view point.

Other Skills/Attributes:

- Proven knowledge of IT Best Practices and processes in support of a production environment in a Regulated Financial Services environment
- Ability to work under pressure to meet business critical deadlines and SLAs
- Ability to propose new solutions and to consider financial impact of proposed changes
- Strong customer focused skills; effective communications skills
- Excellent interpersonal and team player skills
- Action and results oriented and able to work under stressful conditions
- Analytical and able to apply structured approaches to problem solving
- Well-organized, good at prioritizing and attentive to detail
- Able to innovate and think out-of-the-box
- Very good time management skills and ability to work to strict timescales
- Enthusiastic and eager to learn
- Self-motivated and can work alone as well as in a team
- Flexibility and adaptability to rapid change
- Ability to work in multi-regional and cross functional teams
- Ensuring that IT services meet and at times exceed customer expectations
- Ensuring consistent delivery of quality solutions that meet operational deadlines
- Demonstrating accountability and see him or herself as responsible for IT meeting customer expectations



<p>Values</p>	<p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> • Better together • Being your best • Being innovative • Champion the customer's needs • Doing what's right <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
<p>Adaptability</p>	<p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p>
<p>Performance Management</p>	<p>All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.</p>
<p>Health and Safety</p>	<p>Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.</p>
<p>Equality and Diversity</p>	<p>The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.</p>
<p>Confidentiality</p>	<p>The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)</p>



Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role
- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Policies, as appropriate to the role
- To delivery all apportioned and assigned accountabilities and responsibilities

Individual Conduct Rules

Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration

I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.

Job holders full name:

Job holders signature:

Date: