



JOB DESCRIPTION

Job title: IT Support Analyst

Service: IT Services

Salary: Grade 3 Point 20 – 23 + homeworking allowance

Hours: 37 hours per week

Location: Homebased with weekly site visits in and around the Midlands area.

Responsible to: Head of IT.

Summary of job:

To act as the first point of contact for all IT enquiries using an ITIL based framework, delivering excellent customer service and to meet/exceed service level targets detailed in the SLA.

Key tasks and responsibilities:

- Deliver a service using the ITIL based operations standards
- Provide a single point of contact for all IT enquiries via telephone, email, self service, in person and any other agreed communication methods using the ITIL framework
- Provide onsite support when needed and run local drop-ins
- Accurately record incidents in accordance with operational standards
- Accurately record requests in accordance with operational standards
- Accurately record change requests in accordance with operational standards
- Maintain accurate audit logs of equipment
- Ensuring customers are updated in line with operational standards
- Deliver a consistently high level of customer service
- Escalate incidents and requests in line with OLA/SLA
- Resolve Incidents in accordance with operational standards
- Provide project and technical support
- Perform daily checks and tasks
- Create and maintain accurate systems and user documentation
- Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community
- Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
- Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required

Person Specification

Essential:

- Excellent customer service skills
- Excellent communication skills

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- Experience of supporting the following technologies
 - User admin - Active Directory/Azure AD
 - Server 2016/Windows 10 device management
 - Office 365 admin including:
 - Exchange Online
 - Teams/SharePoint Online/OneDrive
- Experience within a customer facing environment
- Ability to identify priority tasks and react accordingly
- Familiarity with ITIL framework
- Ability to keep accurate records
- Ability to work outside of regular business hours and to be flexible to meet the needs of the service
- Full driving license and use of our car
- Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services

Desirable:

- Formal IT training and/or professional qualification
- ITIL Foundation V3
- Knowledge of working within the Charity or Social Care Sector
- Device and User admin - Microsoft Endpoint Manager, Intune
- Knowledge of Anti-Virus software cloud management
- Experience of using Service desk software and remote management tools.