

Role Profile – Service Desk Analyst

Since our inception, the Dataspire team have always been passionate about education, almost as much as we're crazy about IT. Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

Key Contact Information

COMPANY DETAILS

Dataspire, Lowry Mill, Lees Street,
Manchester M27 6DB

LOCATION

Head Office

RESPONSIBLE TO

Head of Support Services

80

full-time staff

250+

successful major projects
delivered into schools
since we started

96%

of issues resolved
within our SLA

Lots

of times we have gone
above and beyond
for our clients



100%

of our business from
education sector

60K

IT issues logged into our
service desk in the
last 12 months

95%

Contract Retention Rate



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Main Duties

As a JOB TITLE you must:

- Reporting to the IT Service Desk Lead Analyst (ITSDLA).
- To support the ITSDLA in the efficient delivery of Service Desk support both technically and otherwise.
- To support the ITSDLA in ensuring first line Service Desk support provide quality customer service and positively promote the company's reputation.
- To become a role model for your colleagues on the Service Desk by exemplifying best practice and behaviours in your role.

Role Detail

1.1 Key Responsibilities

- To own all first line issues assigned to yourself (technical and otherwise both internal and external) and manage to completion either personally or via your wider Dataspire team.
- To be responsible for your first line ticket performance on Service Desk and encourage best practice across the wider Service Desk.
- To manage your own allocated tickets in line with best practice and SLA/performance standards.
- To be Incident Manager for your initially allocated tickets, SLA adherence, breach approach, update frequency and to handle expedited issues.
- To be available to backfill cover where required.
- To identify first line fixes and embed in the wider Service Desk team.
- To identify service improvements as part of your day to day.

1.2 One Team

- To assist across Dataspire where and when required following a call to arms.
- To suggest improvements that might benefit other areas within Dataspire, based on your experience of best practises deployed elsewhere.

1.3 Documentation

- To produce, maintain, facilitate and coordinate production of documentation to the rest of IT Support and Service Desk underpinning and where necessary establishing process.
- To produce, maintain, facilitate and coordinate production of documentation to support first line fixes.
- To produce, maintain, facilitate and coordinate production of documentation to support onboarding of new customers.

1.4 Values, Ethics & Behaviours

- To support Dataspire goals, values, ethics and Dataspire guiding principles (Focus on Value, Start where you are, Progress iteratively with feedback, Collaborate and promote visibility, Think and work holistically, Keep it simple and practical, Optimise and automate) in your own approach
- To support, encourage and drive improvements across Dataspire (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle "One Team – Stronger Together".
- Encourage, promote and be a champion of the core values of Dataspire encapsulated in our mission: "To be the most customer-conscious ICT company that continuously enhances the efficiency, productivity and impact of our customers, by providing and supporting world-class solutions and technical talent, and building the path to a better, sustainable future"

2. Technical Skills

2.1 Key Technical Competencies

- Apple Technologies
- Google Technologies
- Networking
- Storage, SAN, RAID
- Mobile Device Management
- Security Technologies
- Server Virtualisation Technologies
- Deployment (SCCM, MDT)
- Active Directory, DNS and DHCP
- Group policy creation and maintenance
- Exchange 2010+
- Microsoft Office 2007+
- Windows 7 and 10
- Windows Server 2007+

2.2 Personal Competencies

- Minimum 1 years' experience in a Service Desk role
- Excellent verbal and non-verbal communication
- Ability to adhere to processes and procedures
- Strong teamworking
- A can-do attitude
- Ability to translate technical in to jargon-free language and vice-versa
- Superior level of customer service



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www.dataspire.co.uk



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