

Job Description and Person Profile

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| Business/Support service | Information Solutions |
| Job Title | 2 nd Line Support Analyst |
| Grade | F |
| Job Family | Corporate Services |
| Reporting to (Job Title) | IS Support Lead |
| Number of direct reports | None |
| Number of indirect reports | None |
| Budget Responsibility | None |
| Contacts | IS team, colleagues, third party suppliers |

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| a) Job purpose |
| To provide second line support to ensure timely and efficient resolution of software, desktop, mobile device and IT equipment-related incidents and service requests. To provide an excellent level of service support through efficient call handling, incident management and escalation. |
| b) Key accountabilities |
| <ul style="list-style-type: none"> • Providing technical support to internal customers in the resolution of IS incidents and service requests in line with agreed SLA's • Managing allocated issues to resolution and close |
| c) Main responsibilities |
| <ul style="list-style-type: none"> • Manage the resolution of 2nd line IS issues which have been escalated from the IS Contact Centre • Ensure all calls and requests are accurately updated and progressed on the service desk systems: <ul style="list-style-type: none"> – Communication and escalation procedures are adhered to and consistently followed – Recurring problems are identified and escalated accordingly – Provide efficient resolution to incidents and requests meeting agreed SLA's • Liaise with the relevant parties (both internal & external) to efficiently support our customers • Identify and recommend continuous improvement initiatives for the IS Service Solutions function |

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| <ul style="list-style-type: none"> • Ensure own technical knowledge is kept up to date and current • Contribute to the delivery of the IS strategy • Prioritise own workload in order to meet Key Performance Indicator Targets • Any other ad hoc duties as and when required | |
| d) Measures of performance | |
| <ul style="list-style-type: none"> • Delivery of agreed SLA to the expected level for incident resolution • Supporting the delivery of the IS strategy objectives contributing to the overall Society's strategy • Service delivery exceeds the expectations of our customers and stakeholders • Internal communication, escalation and reporting processes are adhered to | |
| e) Person profile | |
| Essential qualifications | Desired qualifications |
| | <ul style="list-style-type: none"> • CompTIA A+ • ITSM |
| Essential experience | Desired experience |
| <ul style="list-style-type: none"> • Previous experience of working on an IS Helpdesk with second line issue resolution • Experience of working in a customer service environment • Previously worked on a technical service support team • IT Technical Skills • Able to demonstrate a strong customer focus • Excellent verbal and written communication skills • Experience of troubleshooting and dealing with IS problems • Have a flexible approach to working hours in order to support the team in delivering Service Excellence | <ul style="list-style-type: none"> • 3rd Party Support Engagement |

| f) Competencies / behaviours | |
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| <p>Future direction</p> <ul style="list-style-type: none">• See the bigger picture• Challenge, change and improve• Make effective decisions <p>Engage people</p> <ul style="list-style-type: none">• Lead and communicate• Collaborate and partner• Build capability <p>Deliver results</p> <ul style="list-style-type: none">• Customer focused ways of working• Individual accountability• Agility and reactivity | |