

Role Definition

Job Title: Lead Service Desk Analyst

Reporting to: Service Support Manager on a day-to-day basis. Service Delivery Manager and ultimately to the Head of IT

This role is responsible for overseeing and maintaining the processes, data analytics and reporting for the Foster + Partners Service Desk function, aiding the frontline staff to deliver high quality services to internal customers, in a complex and challenging environment. It also encompasses leading improvements and development of the IT Service Management Platform (FreshService)

Responsibilities

- Process owner for the Incident & Problem Management and Service Request processes
- Owns and leads the Major Incident Management process
- Take ownership of problems and proactively resolve technical problems, ensuring that technical solutions continue to meet business requirements.
- Create detailed and accurate analytics and reports for the IT management team
- Helps the Service Support Manager drive continuous improvement of the Service Desk
- Owns and manages the product backlog for FreshService
- Helps with business communications and the marketing of IT Service Desk
- Supports the development of the FreshService Supplier relationship

Qualities and Skills required

Essential

- Able to demonstrate ability to undertake the above responsibilities
- Ability to draft, implement, communicate and monitor new processes and policies
- Contribute to the work of the community, building successful teams through understanding team styles and influencing and motivating team members.
- Ability to identify, prioritise and implement improvements, efficiencies and lean process, ensuring that the organisation derives maximum value from services.
- Recognise the potential for automation of processes, determine costs and benefits of new approaches, and manage change or assist implementation where needed.
- Proven experience in a relevant IT environment
- Able to manage and prioritise tasks and time efficiently/ Takes full accountability for the actions taken and decisions made
- Understand users and identifies who they are and what their needs are, based on evidence. Engages in meaningful interactions and relationships with users.
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Good interpersonal skills and able to work independently and as part of an effective team
- Able to build good relationships at all levels, internally and externally

Desirable

- ITIL foundation or relevant practitioner certificates
- One or more years of experience configuring FreshService or a similar Enterprise Service Management tool at an administration level
- PowerBI skills to develop and implement real time dashboards

This job description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.