Role Summary

The Lead Service Desk Analyst is responsible for the smooth running of the Service Desk under the strategic direction of the End User Support Manager. This role drives consistent service quality, efficient resolution of tickets and a culture of continuous improvement, working closely with the problem and change managers. The role ensures effective day-to-day service delivery by coordinating staff, resources, and processes to meet service level agreements (SLAs) and user satisfaction targets.

This role is dynamic and evolving to meet the needs of F+P. You'll start by gaining a deep understanding of F+P systems, services, and culture. Before long, you'll be the go-to person for end user support — helping users with confidence and working behind the scenes to contribute to the development of industry-leading technology alongside our wider team.

This is a fantastic opportunity to help shape the digital future of F+P that values innovation, collaboration, and continuous improvement.

Role Definition

Job title: Lead Service Desk Analyst
Reporting to: End User Support Manage.

Responsibilities

- Service Desk Operational Leadership
  - Provides direction to the Service Desk team to consistently meet or exceed agreed service targets (e.g., response times, resolution times, user satisfaction).
  - Fosters a culture of excellent customer service, focusing on continuous improvement of the user experience.

- ITSM Process Governance (Operational Level)
  - Collaborates with the Incident, Problem and Change Managers where applicable to ensure smooth coordination and escalation between processes.
  - Support major incident response from an operational standpoint, ensuring effective communication, correct prioritisation, appropriate resource allocation and structured post-incident reviews.

- Resource Planning & Team Management
  - Works with the End User Support Manager on workforce planning, capacity management, and budgeting for operational teams.
  - Identifies training and development needs across Service Desk and ITSM functions, ensuring staff can deliver against SLAs.
  - Support Service Desk Team by providing guidance, performance reviews, and coaching.

- Reporting & Operational Metrics
  - Produce and present operational reports (daily, weekly, monthly, covering:
  - Incident and Request processes & performance
  - Ticket SLA compliance

- User Satisfaction & Feedback
  - Uses data insights to propose and drive operational enhancements (e.g., process automation, knowledge base improvements).

- Continuous Improvement & Quality Assurance

- o Conducts regular process audits or spot checks to ensure adherence to quality standards (e.g., ticket accuracy, compliance with process steps).
  - o Adopts a "shift left" methodology that enables more tickets to be resolved by the Service Desk, but ultimately increases incident self-service, automation, and reduction over time
- **Stakeholder Management & Communication**
  - o Serves as a contact between IT Service Management teams and the business for day-to-day service queries, escalations, or complaints.
  - o Provides clear and timely updates to senior stakeholders during major incidents, ensuring transparency and effective post-incident reviews.
- **General**
  - o Contribute, or otherwise assist, as required.
  - o Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
  - o Thorough knowledge of and compliance with F+P procedures and standards.

Qualities and Skills Required
- Legally able to work in the country in which the position is based
- Able to manage sensitive and sometimes confidential information.
- 3+ years of experience in a similar role.
- **ITIL Expertise**
  - o Comprehensive understanding of ITIL/ITSM frameworks (ITIL 4 Foundation minimum; ITIL Managing Professional or specific practice certifications highly desirable).
  - o Demonstrable experience in leading Incident, Major Incident, Knowledge Management, and Request fulfilment within a live environment.
  - o Proven experience in driving ITIL process maturity improvement in an operational environment.
- **Operational Leadership**
  - o Proven experience of supervising day-to-day service desk or IT support operations.
  - o Ability to manage multiple priorities and work under pressure.
- **Process & Performance Management**
  - o Ability to create, interpret, and present ITSM metrics, identifying root causes for performance issues and implementing improvements.
  - o Familiarity with ITSM tools (ServiceNow and/or FreshService), operational dashboards, and automation.
- **Communication & Stakeholder Engagement**
  - o Excellent communication skills for engaging with both technical staff and business stakeholders at varying levels of seniority.
  - o Confident in coordinating major incident calls, directing resources effectively under pressure, and providing concise updates.
- **Problem-Solving & Decision-Making**
  - o Strong analytical aptitude and the ability to prioritise operational matters effectively.

- o Demonstrable judgement in balancing service quality, risk, and speed, especially during major incidents.
- Collaboration & Teamwork
  - o Proven ability to collaborate cross-functionally across IT teams to resolve issues swiftly.
- Knowledge Management:
  - o Maintain comprehensive documentation of Service Desk work instructions and end user self-help articles
- Training and Support:
  - o Provide training and support to operational teams to ensure they optimize service delivery according to best practice guidance.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.

Desirable
- Knowledge of infrastructure technologies and best practices.
- Ability to take the initiative, challenge the status quo and drive change.
- Able to build trusted partnerships and communicate candidly.
- Familiarity with lean or agile methodologies (e.g., Kanban, DevOps) is beneficial.
- Experience working with digital experience monitoring tools (eg. Nexthink) to transform from reactive, to proactive, incident and problem management
- Comfortable operating in a dynamic, fast-paced environment with shifting priorities.
- Experience working in agile environments.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/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 postholder 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 postholder.