

**Role summary**

The Technology Service Desk Analyst will work in a busy and challenging environment at Foster + Partners providing 1st line IT support and guidance to internal customers via telephone, email and face to face. The role demands a very high standard of customer service and a willingness to provide excellent IT support services.

**Role Definition**

**Job title:** Technology Service Desk Analyst

**Reporting to:** Service Desk Manager on a day to day basis and ultimately to the IT Services Manager

**Responsibilities**

## Service Management

- Provide excellent IT support to all Foster + Partners staff
- Provide 1st level technical support and advice
- To contribute, or otherwise assist, as required

## Incident, Problem and Service Request Management

- Respond to and process incidents and service requests
- Effective handling of complaints and escalations
- Monitor and take ownership of incidents to resolution, providing regular customer updates and follow up after resolution
- Liaise closely with other IT teams on incidents requiring multiple discipline involvement

## Technical

- Installing F+P approved software onto user's machines
- Promote and follow established procedures
- Active Directory and Exchange User Management
- Provide Remote User and Site support
- Provide Microsoft Outlook email client support
- Configure Foster + Partners provided mobile devices
- Troubleshooting basic printer issues
- FTP administration
- Maintain an up-to-date knowledge of relevant IT applications and technologies
- Excellent working knowledge and experience with Microsoft Operating Systems including Windows 7,10 and Mac OSX

## Administration

- Understand and adhere to all elements of Foster + Partners technical standards, licensing requirements and security policy
- Supply and maintain loan IT equipment including updating and monitoring of the loan database/calendar
- Thorough knowledge of and compliance with Foster + Partners procedures and standards
- Contribute, or otherwise assist, as required
- 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.
- Thorough knowledge of and compliance with F+P procedures and standards

**Qualities and Skills required**

- Have completed ITIL Foundation certificate in Service Management
- Excellent telephone manner
- Good working knowledge and experience with Microsoft Operating Systems
- Good working knowledge and experience with the Microsoft Office suite including Office 2010 and 2013
- Good working knowledge and experience with remote administration tools
- A general understanding of network technologies, VPN, remote access solutions, terminal servers and virus protection tools (Symantec)
- Experience working with a broad range of systems and peripherals including laptops, printers and plotters
- Experience with using call logging software
- Knowledge of common software applications and willingness to learn about others used in the practice
- Knowledge and experience of Active Directory and Exchange administration in a professional capacity
- Good knowledge of iOS and Windows devices and configurations
- Able to work 8 hour shifts Monday – Friday, between 8:00 – 19:00 on a rotating weekly basis
- Able to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Able to manage sensitive and sometimes confidential information
- Self-motivated and able to take responsibility
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure (while remaining calm and professional at all times)
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good interpersonal skills
- Able to demonstrate the ability to undertake the above responsibility.
- Excellent organisational skills.
- Excellent communication skills both written and verbal.
- Able to work as part of an effective team assisting and supporting team members
- Able to carry out tasks which require lifting and bending
- Legally able to work in the country in which the position is based.

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 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.