**Yorkshire Housing Role Profile**

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| **Job title:** | Senior Service Desk Analyst | **Leader of others:** | Yes |
| **Reports to:** | Service Desk Manager | **Contract type:** | Agile Homeworking |
| **Business Area** | Technology | **Budget holder?** | No |

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| **Job purpose** |
| With first class customer service and technical skills, you’ll lead a team of Service Desk Analysts to make sure we’re delivering a reliable & robust service desk experience to all our customers. You will be a technical expert, working as an escalation point for analysts on technical queries and support the Service Desk Manager.You’ll be a natural coach and will be able to explain & communicate effectively with each person you’re speaking to – both technical and non-technical users. You’ll be pivotal in supporting the leadership team in embedding a culture which encourages and motivates colleagues to provide the best possible quality of work whilst also delivering fantastic customer service. We also pride ourselves on continuous improvement, so as part of this role you’ll take proactive steps in reviewing our processes to see where we can enhance the service we provide. You’ll complete quality checks and be comfortable challenging colleagues when our standards haven’t been met. You’ll coach & mentor colleagues to make sure we’re providing a top-notch service.  |

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| **Key responsibilities** |
| * Train, coach and mentor analysts, supporting career development
* Responsible for service desk tickets are updated, progressed and communicated to all relevant parties for a prompt resolution
* Act as the technical escalation point for service desk analyst
* You’ll also be an escalation point for Hardware, Applications, SaaS and AV equipment
* Assisting in the provision of information/data monitoring including reporting
* Responsible for diagnosing network, router and switch issues
* Responsible for analysing incident and service request reports to identify patterns
* Performing quality checks and offering feedback to ensure continuous improvement of our services
* Owning Autopilot management of the device build process (white glove)
* Improving ways of working by removing repetitive tasks with scripts and workflows
* Maintain Service Desk knowledge base and procedures ensuring regularly review and updates
* Cover shifts for Service Desk, on site and visits when required
* Cover shifts for Hardware Analyst on site when required

**The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed** |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Proven experience in leading and managing a team of analyst
* Azure Active Directory and Active Directory diagnostic/sync issue experience
* Experience with ITSM application
* Comprehensive IT experience especially in MS products and technical software (Microsoft Entra ID and Active Directory diagnostic/sync issue and Intune/Endpoint configuration)
* Scripting experience to automate tasks, processes and reporting using PowerShell or similar products
* Good written and spoken communication skills and ability to communicate clearly
* Ability to implement ITIL processes in the delivery of IT support services
* Able to adapt, being flexible to a changing and varied workload, whilst maintaining high standards of concentration for routine tasks
* Ability to communicate effectively and network with people, providing clear information and building effective working relationships
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| **It would be a bonus if you have:** |
| * Experience or knowledge of social housing
* Experience of speaking to customers in a customer service environment
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |