

Yorkshire Housing Role Profile



**Yorkshire
Housing**

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

Job purpose

This key role in our Technology department supports the smooth operation of Yorkshire Housing's technology services by providing reliable, first-line technical support. Working closely with Senior Service Desk Analysts, you'll tackle a wide range of technical issues and ensuring a seamless experience for colleagues.

In this customer-centered role, you'll combine technical knowledge with effective communication to promptly resolve incidents and service requests. Your support will help teams across different areas of the business feel confident and empowered in using our technology to its fullest.

Key responsibilities

- Provide excellent support service as first point of contact to the business remotely and in person
- Organising and prioritising tickets, escalating where necessary to the Senior Service Desk Analyst
- Provide support to the business covering Mon – Fri 08:00 – 18:00 on a shift-based rota
- Working as part of a team as first point of contact for technical issues, service request and support to the business, using our ITSM system Halo to track tickets
- Monitor and prioritise work base on urgency and all tickets are managed within agreed service level agreement
- Provide on-site support with new colleague induction days to deploy IT devices
- Access and account management for starters, leavers and movers
- Maintaining an accurate and up to date record of all IT assets
- Maintain and review procedures, guides and support documents are kept up to date
- Assisting with additional tasks and projects such as new service transition to live support
- Travel to YH locations to provide on-site support when required

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties in line with the responsibility level of this post as & when needed.

What you'll bring to the role

The main things:

- Aptitude to solve problems and think on outside of the box
- At least 2 years experience in a similar role
- Experience with Microsoft Intune, Entra and Active Directory
- Experience with Microsoft Windows 10/11 and Mac OSX operating systems
- Good understanding of ITIL environment
- Comprehensive experience especially in Microsoft products and ability to explain technical issues to non-technical colleagues
- Proven ability to work methodically, follow procedures and accurate data analysis skill
- 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

| It would be a bonus if you have: |
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| <ul style="list-style-type: none"> • Experience or knowledge of social housing • Experience of speaking to customers in a customer service environment |
| Our values: |
| <p>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.</p> <p>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.</p> <p>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.</p> |