

Senior Service Desk Analyst

Customer Services

Main Purpose

The primary duty of the Senior Service Desk Analyst is to work with, support and act as a point of escalation for the Service Desk Analysts, who are the first point of contact for all clients' enquiries, requests and issues raised via telephone, email and web. The Senior Service Desk Analyst will also assist the Lead Service Desk Analyst with the day to day running of the Service Desk, and take the call overflow from the Service Desk Analysts when required.

The Senior Service Desk Analyst will log all enquiries in the established CRM tool, and resolve client issues according to the established case management processes, which will involve case escalation to the appropriate support group when necessary.

Knowledge of technologies which include Microsoft Server and Desktop Operating Systems, Networks and communication protocols, IIS, Active Directory, Citrix, Terminal Server, Virtualisation, MS SQL Server, Blackberry, Android, iPhone and Windows Mobile is required.

Background Information

BigHand is a leading software technology company with a big difference. It's not just what we do, but how we do it. We specialise in speech, task delegation, document creation and process improvement solutions that help our customers achieve more in less time.

Our vision is to be the industry's preferred, most supportive and helpful technology partner.

We aim to achieve this by harnessing our genuine enthusiasm and skill for helping busy people be more effective.

Key Responsibilities/Accountabilities

- Provide first and second level support through taking calls and responding to emails
- Handle new and escalated Incidents via the Incident Management Process
- Handle new and escalated Requests via the Request fulfilment process
- Diagnose and resolve software, hardware, network and server issues with the BigHand software range
- Assist the Implementation team with BigHand software delivery, when necessary
- Ensure own cases are handled and clients updated according to established SLAs and thresholds
- Receive strong, positive customer feedback on a regular basis
- Proactively assist the Service Desk Analysts in providing first line support when workloads are high, or where additional experience is required.
- Assist the Lead Service Desk Analyst in ensuring that staffing and skill levels are maintained throughout operational hours by managing shift staffing, schedules, additional resources, etc.
- Ensuring all Incidents and Requests with the Service Desk are owned by a suitable Analyst, and are Closed, Updated or Escalated within documented SLA.
- Liaise with Problem Management regarding repeat incidents or cases which require further escalation
- Participation in the 'on call' rota for providing out-of-hours support outside of standard working hours may be required on occasion
- Although the majority of the role will be office based, on-site visits may be required on occasion

Skills/Experience Required

- Minimum three years front line Software and/or Hardware support experience

- 2+ MCPs (or equivalent)
- Knowledge of technologies which include Microsoft Server and Desktop Operating Systems, Networks and communication protocols, IIS, Active Directory, Citrix, Terminal Server, Virtualisation, MS SQL Server, Blackberry, Android, iPhone and Windows Mobile
- Is capable of hands on problem-solving, with the ability to generate ideas and solutions
- Keeps up to date with technology advancements, specifically with Microsoft desktop and server operating systems
- Has a determined and dogged desire to hit targets
- Has excellent organisational and time management skills, with the ability to cope with competing demands
- Has the ability to remain calm under pressure
- Has strong communication skills
- Has a proactive approach to finding solutions
- Has a positive attitude to dealing with people, with strong listening and questioning skills
- Has the ability to convey technical terms to a potentially non-technical audience
- Well organised with a thorough approach
- Is a good team player and well presented
- Has a keen attention to detail
- Is enthusiastic, energetic, open and helpful, with a can-do attitude
- Educated to degree level (or equivalent)

Environment

- Hours vary between 8:30am to 6:00pm, Monday to Friday although demands of the job may extend these
- The role is predominantly based in the company's offices (27 Union St, London, SE1).
- [Optional: Travel may be required to and from customer sites and this can extend outside of these hours with occasional overnight trips away being required]
- Use of a telephone and computer
- Travel may be required by train, plane or car.
- Comfortable with long distance travel and overnight stays
- Sitting for extended periods of time.

Reporting to:

- Service Desk Team Leader
- Support Manager
- Customer Services Director

Occupational & Health and Safety

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.