

# Job Profile

## IT Services Analyst – (Fixed term)

(Job Ref: ITSA-H-J18)

Job Title	IT Services Analyst
Reporting to	IT Service Desk Lead
No. Reports	None
Business Unit	Central
Location	Hillsborough (Northern Ireland)
Contract Type	Fixed term – 12 month contract
Salary	Negotiable
Additional Benefits	Pension, Private Medical Cover, Life Assurance Scheme.

### Job Summary

The key objective of this role is to provide auxiliary support to GRAHAM IT Service Desk Team:

- Carry out an effective and efficient service in delivering planned IT service requests
- Assist with the recording and processing of service desk requests according to the agreed support and escalation procedures
- Delivery of key tasks/activities as part of ongoing project rollouts and upgrades
- Provide a high quality service to meet and exceed user expectation
- Deliver work requests in accordance to agreed service level agreements

### Job Description

The IT Services Analyst shall

#### Activity Management

- Carry out all the onboarding tasks, in order to deliver all activities as per schedule, and ensure that relevant leaver tasks are completed on time
- Ensure that all planned service delivery requests are delivered to a high standard and to expected service delivery timescales
- Carry out IT equipment refreshes for end users including pc, laptop, mobiles, ipads, tablets ensuring all asset management details are kept up-to-date
- Assist with Lan/Desktop projects including, but not restricted to, W10 migration, scheduled PC replacements, Office 365 software support, mobile phone replacements and other projects which will require support and maintenance throughout
- To assist with where appropriate, incidents raised from helpdesk to provide efficient closure on all escalated incidents
- Undertake any other duties that may be assigned from time to time

#### User Support

- Provide additional adhoc support to the service desk and helpdesk team
- Follow Service Request and task management processes
- Delivering a superior service for the delivery of technology refresh projects and new user onboarding
- Be able to manage user expectations when carrying out all activities and tasks and to provide clear and concise communication at all times to line manager and key stakeholders

## Training & Documentation

- Complete and maintain all service desk documentation and ensure user training documents are kept updated and published as appropriate
- Develop skills and knowledge to provide consistently high level of service and understand key processes
- Coach users on problem resolution and reduce repeat occurrences

*This job description is intended to give the post holder an appreciation of the role envisaged for the IT Support Desk Technician and the range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.*

## Person Specification

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#### Technical Competencies

##### Essential

Minimum of 12 Months experience in an IT helpdesk/servicedesk function  
Experience of ITSM toolset for incident and service requests  
Proven experience in technology rollout such as smart device replacement or PC refresh  
Good knowledge of networking essentials – certification would be beneficial

##### Desirable

3<sup>rd</sup> level education  
Experience supporting users within a similar business sector  
Experience working with office 365  
Proven experience with software deployment on a large scale.  
Experience with Mobile Device Management  
Ability to deal with a demanding workload

##### Other Information Pertinent to the Position

Position is located at Head Office.  
Travel to other sites may be necessary.  
Provision of support, outside normal working hours may be required to minimise business disruption and downtime.  
The above accountabilities are not exhaustive and you may be required at the Company's discretion to undertake other duties from time to time.

#### Behavioural Competencies

##### Essential

**Effective Communication skills:** Able to adapt communication to audience and create effective written documents and reports. Able to develop, maintain and manage relationships with a variety of stakeholders

**Problem Solving:** Looks objectively at every side of an idea or situation to ensure that all outcomes are thoroughly assessed before deciding on an appropriate course of action.

**Planning and Prioritising:** Plans and prioritises around departmental/team objectives. Able to spot opportunities and problems in the medium and long term and develop new approaches. Has a strong attention to detail with consistently accurate results.

**Adaptability:** Able to manage change and remain flexible to individual situations. Changes the overall plan, goal or project to fit the situation

**Innovative:** Is able to create or alter work structures, practices, and models, to allow benefit to the job role and organisation as a whole.

***Our Commitment***

GRAHAM aims to be an employer of choice for people from different backgrounds and to promote respect for the individual and equality of opportunity. We believe that everyone should be treated solely on the basis of personal merit and contribution throughout their GRAHAM career journey. The diversity of our people, their skills and abilities is the strength that helps us achieve our best.

We will only consider applications from individuals who are eligible to live and work in the UK as per Home Office regulations. Please check your eligibility with the regulations before applying, as we will sponsor a work permit on your behalf. Individuals with a current time restricted right to work in the UK should contact the Human Resources team in the first instance.

Please apply by uploading a comprehensive and targeted CV with your relevant experiences via [www.grahamconstructioncareers.co.uk](http://www.grahamconstructioncareers.co.uk). All applicants must also complete an online monitoring form.

***Quote Reference No: ITSA-H-J18***

***Closing Date: 18th January 2018***