

Supporting a thriving Parliamentary democracy

Job Description

Job Title:	Service Desk Analyst
Directorate:	Digital Customer Services
Banding:	C
Reporting To:	Service Desk Manager

The Role

Service Desk Analysts provide a key role within the Digital Customer Services directorate. They provide high quality customer advice and support remotely via telephone and email, and less often in person, face to face. Combining strong technical knowledge with good business and advisory skills, Service Desk Analysts undertake a broad range of work in a variety of environments to deliver first-class customer service for the Parliamentary Digital Service.

Key Responsibilities

- Provides excellent professional customer service, delivering technical ICT advice and support - remotely via telephone and email, and through the ITSM ticketing system from the Parliamentary Digital Support Desk.
- Combines good business and technical knowledge to understand customers' issues and needs within the context of Parliamentary business and provides appropriate advice and support to customers on ICT matters.
- Clearly communicates updates, known errors and FAQs, using (and referring users to) relevant knowledge base articles. Explains technical information to users in non-technical terms.
- Provides coaching and advice via telephone or email to help users make more effective use of their ICT products and services, and to select suitable hardware or software to meet their needs.
- Provides an effective interface between the Digital Service, users, and service providers, always acting professionally and delivering excellent customer service with a commitment to exceed expectations.
- Develops and maintains good working relationships with internal/external customers and members of staff and manages customer and technical issues with a genuine sense of urgency.
- Provides primarily first line support and occasional second line support, takes ownership, and follows agreed procedures in receiving and correctly logging, assigning, and updating incidents and requests for service.

- Applies good analytical and technical skills to systematically troubleshoot and resolve incidents relating to hardware and software, providing workarounds where timely fixes are not possible. Escalating incidents and requests to a higher level where necessary.
- Provides support for the introduction, change and removal of services (through projects and business-as-usual work).
- Takes responsibility for own timekeeping, performance, and the achievement of set targets, working within defined SLAs and adhering to set lunch and break times.

The above list of key responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and banding of the post.

About Us

The Parliamentary Digital Service, a joint department of both Houses of Parliament, provides technology and intranet services to all Parliamentary users. It is also responsible for the strategic direction of Parliament's digital offering through Parliament's Digital Strategy and the delivery and management of parliamentary digital platforms, including the website. We support Parliament through our team of over 450 dedicated and professional digital colleagues.

Our Values

The post holder will be expected to operate in line with the Parliamentary Digital Service workplace values which are:

Care - Caring for ourselves, each other, and the people who use our services

Confidence - Believing in the value of what we do and showing pride in our work

Community - Working together as one team and building communities to share skills and expertise

Curiosity - Learning, listening, and challenging to be the best at what we do

The Requirements

Expected to work on site for 10 days per calendar month but may be called in to work on a more frequent basis at very short notice in line with business needs. Will also need to do shifts on a 2-week rota: Monday - Thursday → 08:00 - 16:15, 09:00 - 17:15, 10:00 - 18:15, 11:00 - 19:15
Friday → 8:00 - 16:00, 09:00 - 17:00, 10:00 - 18:00.

Criterion 1

Ability to engage proactively with a wide range of customers to deliver excellent advice, technical support and solutions via phone, email, and portal channels.

Criterion 2

A good telephone manner with the ability to manage challenging customers in a fast-paced remote telephone support environment.

Criterion 3

Ability to log precise and meaningful tickets while working within defined SLA targets.

Criterion 4

Ability to work successfully within a team, whilst upholding the values of equality, diversity and inclusion when supporting colleagues.

Criterion 5

Good knowledge of mobile devices, software, operating systems (Microsoft Windows and Apple Mac OS), and office productivity tools, i.e., Microsoft Office 365.
