

# IT Service Delivery Analyst

Don't just find a job. Feel it.



The IT Service Delivery Analyst will be responsible for providing first and second line IT support to end-users within the organisation. This will involve providing technical assistance, troubleshooting, and resolving IT-related issues. The candidate must have strong communication skills, a strong technical background, and a customer-focused approach to IT support processes and technologies.

## Connect with what you'll do

### In the role you'll:

- ▶ Provide first and second-line IT support to end-users within the organisation.
- ▶ Respond to IT service requests in a timely manner and escalate issues where necessary.
- ▶ Troubleshoot and resolve IT-related issues, including hardware, software, and network problems.
- ▶ Provide technical assistance to end-users with software applications, operating systems, and mobile devices.
- ▶ Ensure that all IT service requests are logged, tracked, and resolved within agreed service level agreements.
- ▶ Identify, analyse, and resolve IT-related incidents and problems.
- ▶ Perform routine maintenance and support tasks, including system backups, software updates, and hardware upgrades.
- ▶ Assist in the testing and deployment of new IT systems and technologies.
- ▶ Maintain accurate and up-to-date documentation of IT service requests, incidents, and problems.
- ▶ Provide end-user training and support on IT-related topics.

## Connect with how you'll do it

### We're looking for someone with experience of:

- ▶ Previous experience in IT support or a related field
- ▶ Excellent customer service and communication skills
- ▶ Strong analytical and problem-solving skills
- ▶ Good knowledge of IT support processes and technologies, including Windows operating systems, Microsoft Office applications, mobile devices, and network infrastructure
- ▶ Ability to work independently and in a team environment.
- ▶ Strong attention to detail and time management skills

### It'd blow us away if you had:

- ▶ ITIL Foundation certification

### The key behaviours we expect in the role include:

- ▶ Role model our values of We Know our stuff/We Make it happen/We care
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Taking pride in being organised, prioritising tasks to meet deadlines. Being self-motivated and able to work without close supervision.
- ▶ Being a great team player and doing what it takes to keep the business moving forward.
- ▶ Working in a methodical way with excellent accuracy and attention to detail.
- ▶ Taking ownership and being tenacious to make things happen. Building trust by doing what you say you will.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve customer experience.