

# Service Desk Analyst



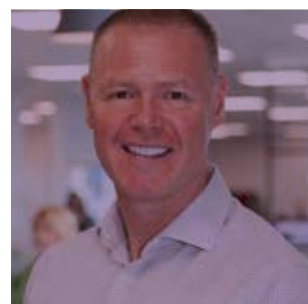
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

## The job, in a nutshell

The Service Desk is embarking on an exciting time as we look to create lots of new processes, procedures and working practices. The Service Desk is the Single Point of Contact for all IT related incidents and requests. You will be involved in triaging, logging, assigning and resolving Incidents and Requests for our Charity staff and volunteers in both of our business and retail areas. You will also provide regular in-person support at your designated charity office(s).

## What you'll do for us:

- Provide cover across our key contact channels including Service Desk Portal (self-service), Email, Teams Help Channel, telephone and in-person.
- Provide both on-site and remote first touch support for all of AgeUK's IT Infrastructure – including desktop, hardware, software, mobile device management, Telephony and AV. Includes incidents, Requests and Changes in both our business and retail areas.
- Operational and administrative activities associated with the Service Desk – including reports, account management, moves, adds, deletes and changes.



"I've been fortunate to work for some fantastic organisations during my career, but Age UK stands head and shoulders above the rest in that everyone demonstrates such pride and dedication to their work, and who we work for – older people who need us most."

**Ian Nelson**  
SERVICE DESK  
ANALYST

## Our values

### WE ARE BOLD

In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

### WE ACT TOGETHER

With and for older people - We act as one team, collaborating to get things done.

### WE ARE FOCUSED

On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

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- Responsible for ticket logging and allocation within the ITSM tool, setting an example on ticket quality.
- Play a key role in keeping asset data up to date.
- Regularly contribute to the new Knowledge Base (both private and public facing) in terms of article creation and modification where relevant.
- Participation in Peer to peer and user training.
- Be involved in Service Desk assigned projects.

## Must haves:

- Previous experience as a Service Desk Analyst or Desktop Engineer.
- Previous Incident Management and Request Fulfilment experience; logging and resolving.
- Office 365 administration and support experience.
- Windows 10/11 troubleshooting and support experience.
- Hardware experience; preparing devices for deployment, re-imaging, etc.
- Active Directory experience.
- Passionate about providing a brilliant Customer Experience.
- Experience of working in an ITIL environment with a demonstrable knowledge of how ITSM processes are utilised to deliver an outstanding service.
- Excellent communication skills, both written and verbal.

## Great to haves:

- ITIL Foundation or SDI Analyst qualification.
- Experience/understanding of key Programmes such as Customer Experience, BRM.
- Telephony (Preferably Teams and Twilio) experience.
- Microsoft Intune experience.
- AAD experience.
- Experience working on an internal Service Desk.
- Hornbill experience.
- Experience of carrying out IT processes/managing end users' expectations in an IT environment.

## Location

Hybrid

## People management

No

## Division

Group Finance  
(Finance, D&T, Strategy)



[ageuk.org.uk](https://ageuk.org.uk)

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.  
Registered charity number 1128267. Company number 6825798.

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## Any other details:

- This role is hybrid between home-based and your designated office(s) with up to 3 days a week on-site plus ad-hoc as requested by the Service Delivery Management team.
- Working hours are 35 hours per week, Monday to Friday. Our core hours are 08:00 until 19:00 with cover required on a rota basis.

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