

Junior 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 Age UK Service Desk is the first point of contact for Age UK colleagues to report issues and raise requests. We are looking for someone who has a passion for technology and this provides a great opportunity for someone looking to get a foothold into a career in IT. We're looking for candidates who ideally have experience working in either a technical support role, customer services role, or experience working in a contact centre. You should love problem solving as this role will require you to investigate and resolve both technical and user questions. This aspect of the job will give you great experience in both dealing with customers and gaining a deeper understanding of technology. You'll also need to be able to demonstrate good communication skills and patience to effectively work with both customers and internal stakeholders. This is a very hands-on role, you'll be assisting our colleagues at our Age UK London office with onsite issues with IT kit and audio visual issues. You'll also support the wider Service Desk when needed by taking phone call and picking up simple self-service tickets. Don't worry, full training will be provided.



"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 CATALOGUE SPECIALIST

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.

Service Desk Analyst



What you'll do for us:

- Apply strong verbal and listening skills to develop a clear understanding of the Age UK business.
- Communicate appropriately and directly with customers and stakeholders.
- Troubleshoot, investigate, and solve customers' problems and complaints.
- Develop and create documentation where necessary.
- Keep accurate records of correspondence and communications within the ITSM tool.
- Advise management on progress.
- When required support critical business activities.
- Trouble shoot and resolve meeting room audio visual issues.
- Trouble shoot and resolve customer's IT issues e.g. with docking stations, power, passwords etc.
- Support the OAS hardware asset process requirements e.g. updating of the ITSM platform Hornbill and maintaining a safe and neat stockroom.
- Take phone calls from customers when needed, resolving simple issues and escalating more complex issues to the Service Desk Analysts.
- Pick up self-service tickets when needed, resolving simple issues and escalating more complex issues to the Service Desk Analysts.

Must haves:

- Strong interpersonal skills with an ability to communicate effectively.
- Competent presentation skills.
- Good organisational skills, analytical, time management, problem solving, prioritisation and planning skills.
- Computer literate with Office 365 and other Microsoft products.
- Desire to learn.
- Ability to work as part of a team.
- Calm under pressure.
- Accurate data entry skills.
- Confident, professional engaging manner.
- Ability to work flexibly

Location

One America Square,
London

People management

No

Division

Group Finance
(Finance, D&T, Strategy)



ageuk.org.uk

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

Service Desk Analyst



Any other details:

As this role is focused on face to face customer support and the support of the One America Square meeting rooms, it means that you will need to be onsite 4 days of the week, 1 day can be worked from home.

The Service Desk Team's core hours are 8am to 7pm, and is managed on a rota based system.

Hybrid and remote working require that the candidate meet these additional requirements: Internet bandwidth: 40Mbps minimum. Internet connectivity: Wired / ADSL / Fibre. Stable and safe working environment.

Location

One America Square,
London

People management

No

Division

Group Finance
(Finance, D&T, Strategy)



ageuk.org.uk

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