

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: IT Service Desk Analyst

Reports to: Service Desk Manager

Based at: Remote with regular travel to Head Office in Downton, Wiltshire (minimum 1 day a week). Additional travel to UK locations within a working day is to be expected where required for the performance of duties. Absence from home overnight may be required on occasion.

Job Purpose	To deliver high-quality, consistent and colleague-focused 1st and 2nd line IT service desk support, ensuring incidents and requests are handled in line with agreed procedures, service expectations and IT service management principles. The role supports effective service desk performance by resolving tickets, maintaining accurate records, contributing to service improvement, and escalating technical, customer or service issues appropriately to the Service Desk Manager, third line support or suppliers. Assist with: • Hardware, software, access and asset management activities • Operational IT projects and service improvement activity • IT procurement, supplier liaison and service onboarding into business-as-usual support
Accountabilities	• Accountable for delivering high-quality IT support services, ensuring incidents and service requests are effectively managed, resolved or escalated in line with agreed service levels, procedures and ITIL best practice, while providing an excellent colleague experience through clear communication and expectation management. • Accountable for maintaining accurate and compliant operational records, including support tickets, assets, access permissions and user information, ensuring all activities are carried out in accordance with Help for Heroes policies, data protection requirements, information security controls and approval processes. • Accountable for contributing to the continuous improvement of IT services, through effective documentation, knowledge sharing, trend analysis, problem identification, project support and the ongoing enhancement of service desk processes, tools, reporting and user guidance.



Main Responsibilities

Service desk delivery and performance

- Respond to colleague requests for service and support, providing 1st and 2nd line support in line with ITIL principles and agreed ways of working.
- Manage joiners, movers and leavers processes, ensuring the timely provisioning, modification and removal of user accounts, system access, hardware and software in line with organisational policies and security requirements.
- Promote good cyber hygiene by supporting colleagues with safe use of systems, reporting suspicious activity, following security procedures and escalating potential security incidents promptly.
- Work within agreed authority levels, seeking approval for non-standard requests, purchases, access changes, exceptions to process or decisions that may affect service availability, cost, risk or compliance.
- Provide remote support using approved tools, ensuring colleagues receive clear guidance, privacy is respected and support sessions are recorded or documented appropriately.
- Take ownership of incidents and service requests from initial logging through to resolution or appropriate escalation, ensuring tickets are prioritised effectively, progressed proactively, communicated clearly and resolved within agreed service levels. Escalate issues where they are high-impact, urgent, complex or outside delegated authority.
- Resolve incidents and service requests while keeping stakeholders informed through timely, accurate updates in the service desk tool.
- Support achievement of service performance expectations, including SLA adherence, quality of updates, colleague experience and timely resolution.
- Maintain IT documentation, knowledge articles, user guidance and support records to improve consistency and first-time resolution.
- Implement and work within Help for Heroes policies, procedures, approval routes and information security controls.
- Attend Help for Heroes sites when required to provide onsite support, support operational projects and assist with service onboarding into business-as-usual support.

	Problem and change management support • Proactively identify potential problems through incident analysis, trend spotting and colleague feedback. • Link related incidents to problems, record relevant information clearly and notify the Service Desk Manager or appropriate support teams. • Implement documented workarounds or permanent fixes where agreed by the Service Desk Manager, problem owner or support teams. • Follow controlled and proportionate change processes, supporting change activity where required and escalating any risks or service impacts. Request fulfilment, assets and access • Respond to requests in a timely manner, validate requirements and ensure colleagues are kept informed of progress. • Ensure appropriate authorisation or approval is in place for purchases, access, software, equipment and non-standard requests. • Update and maintain accurate asset, access and configuration information. • Ensure physical hardware is maintained, stored and handled securely. Service improvement and projects • Contribute to service improvement initiatives by identifying opportunities to reduce manual effort, improve user guidance, strengthen workflows and improve reporting quality. • Support operational projects, procurement activity and the transition of new or changed services into support. Digital ways of working (including AI): • Uses Microsoft 365 and other digital tools confidently, including approved AI-enabled applications and features where appropriate and in line with organisational guidance. • Uses AI-assisted features proportionately to support service insight, reporting, meeting follow-up, documentation and internal communications, ensuring outputs are reviewed, validated and handled in line with policy and data protection requirements.
Desirable Qualifications	• GCSE Grade 4-9 (A-C) or equivalent in English and Maths • Microsoft, CompTIA, ITIL Foundation or vendor-specific certification.



Essential Knowledge, Skills & Experience	• Experience working in an IT Service Desk or support environment, including 1st and 2nd line support. • Strong working knowledge of Microsoft 365, Windows 11, and modern end-user IT environments, with experience installing, configuring, supporting, and troubleshooting Microsoft Office and Microsoft 365 applications. • Strong PC, laptop, mobile device and peripheral troubleshooting skills. • Troubleshoot common connectivity issues, including Wi-Fi, VPN, network access, printing and peripheral connectivity, escalating more complex infrastructure issues to third line support or suppliers. • Working knowledge of Active Directory and Entra ID administration, including user accounts, groups, password resets and organisational units. • Experience using service desk tools and workflows. • Understanding of IT service management practices, including incident, request and problem management, prioritisation and escalation. • Ability to follow documented processes and procedures, while using judgement to identify risks, trends and improvement opportunities. • Awareness of data protection, information security and appropriate handling of confidential information.
Desirable Knowledge Skills and Experience	• Knowledge or experience of Windows deployment, imaging, mobile device management, VoIP telephony, endpoint protection, virtual environments, networking, Apple products, Mac support, backup solutions or PowerShell • Experience of utilising knowledge management processes, documentation or tools. • Hornbill ITSM experience • Experience supporting colleagues in a charity, not-for-profit, healthcare, public service or geographically dispersed organisation is desirable.



Key Competencies & Behaviours	• Communicates confidently and professionally, building rapport quickly, managing expectations effectively and adapting communication style to suit different colleagues, situations and levels of technical understanding. • Remains calm, courteous and empathetic under pressure, exercising sound judgement in challenging situations. • Demonstrates high standards of integrity, discretion and confidentiality. • Takes ownership of work, prioritising effectively and adapting to changing demands with minimal direction. • Works collaboratively across teams and environments, flexing approach and communication style as needed. • Analyses information quickly and communicates clearly, concisely and constructively. • Willingly and appropriately challenges assumptions or ways of working, bringing alternative perspectives in the interests of service improvement. • Keeps up to date with emerging technology and service management trends, applying judgement to what is practical and beneficial. • Models Help for Heroes values: Innovative, Collaborative, Authentic, Resourceful and Energetic.

I have read and understood the Job Description:

PRINT NAME:

SIGNED:

DATE: