

## THE ROYAL BRITISH LEGION

<b>Job Title</b>	Support Analyst
<b>Reporting To</b>	Service Desk Team Leader
<b>Role location:</b>	Hub Worker (contracted to attend Haig House, London 2 days per week)

**Role Purpose:** Working as key members the Service Desk team and part of the wider Service Delivery Team, the Support Analyst will act as the first point of contact for all customer support incidents, requests, and problems.

**Delivering Operational Excellence** through providing technical support to all staff & volunteers ensuring all enquiries are handled consistently and efficiently with a strong focus on customer service.

### Key Responsibilities:

#### Customer Service

- To act as the contact point for customers seeking technical assistance in person, over the phone, e-mail or via chat ensuring that all customers are treated efficiently and in a professional manner.
- To provide when on-site, technical support in person to a broad range of reported incidents which cannot be resolved remotely.
- To maintain contact and ensure the customer is apprised of the on-going status of their enquiry and communicate progress in a timely manner in accordance with specified SLA's.
- To provide general advice, guidance, and basic training on the use of computer equipment, mobile devices and software applications as required and enable users to become more self-sufficient.

#### Performance & Teamwork

- To take ownership of issues by performing technical diagnosis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible.
- To prioritise and manage workload effectively, managing several open incidents/problems concurrently while ensuring every customer receives the highest levels of service.
- To recognise questions that go beyond the scope of services provided by the IT Service Desk and make accurate referrals to other areas of the business as needed.
- To attend and complete training as necessary to keep up to date with the latest technology and internal system processes.
- To adopt a flexible approach to working on a rota basis and provide necessary cover when required including support for corporate events, raising the profile of the IM&T department within the organisation.
- Any other duties as are within the scope, spirit and purpose of the job, the title of the post and it's grading as requested by the line manager.

### Process and Systems

- To manage requests for new IT equipment and install, configure as necessary to ensure IT equipment is fit for purpose.
- To escalate unresolved enquiries as necessary to the next line of technical support and work collaboratively to resolve issue for the customer.
- To liaise with 3<sup>rd</sup> parties and suppliers as appropriate to resolve technical problems and in the management of other peripheral equipment.
- To undertake the installation of authorised software as and when required.
- To provide support via Active Directory e.g., creating user accounts, reset passwords, create non-standard groups etc. ensuring data security is in place.
- To accurately document and update incidents, problems and change requests following the ITIL framework.
- To update and create any support documentation accurately ensuring an efficient KB exists for both team members and staff.
- To ensure that the asset inventory is maintained as per the agreed process.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

### General

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018.
- It is clear that due to the nature of the work of the Legion, the post holder may have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised personnel.
- To implement the Equal Opportunities Policy into your daily activities. Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. All employees are required to work in accordance with the Equality Act (2010).

**PERSON SPECIFICATION**

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
<b>QUALIFICATIONS</b>		
Educated to Qualifications and Credit Framework (QCF) Level 5 – bachelor’s degree, Foundation degree, HND or HNC, or has relevant professional qualification.	D	Application/Certificate
ITIL V4 Service Management Foundation.	D	
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Previous experience of working in an IT support role.	E	Application
Previous experience within a customer service environment.	E	Application
Good verbal communication skills with the ability to demonstrate practical troubleshooting and problem analysis techniques.	E	Interview
Strong knowledge of Microsoft systems with emphasis on Windows 10/11 and MS Office 365.	E	Application/Interview
Proven networking experience (e.g., LAN, WAN, Wi-Fi)	D	Interview
Sound knowledge of cyber security best practices.	E	Application/Interview
Previous experience of Active Directory (AD).	E	Application/Interview
<p>Good understanding of PC hardware &amp; software set up, mobile devices and other technical products.</p> <ul style="list-style-type: none"> <li>· Mobile phones - Android, Apple iOS &amp; iPad, MS Surface</li> <li>· MS365 Admin, Azure and Intune.</li> <li>· Teams.</li> </ul>	D	Application/Interview
<b>SHARED VALUES AND BEHAVIOURS</b>		
<p><b>Service</b> We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p> <p><b>Collaboration</b> We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p>		<p>Interview</p> <p>Interview</p>

