# JUNIOR SUPPORT ANALYST

| DIRECTORATE: | Corporate Services |
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| SECTION: | Information Technology |
| REPORTING TO: | CIS Product Manager |
| CONTRACT: | Permanent |
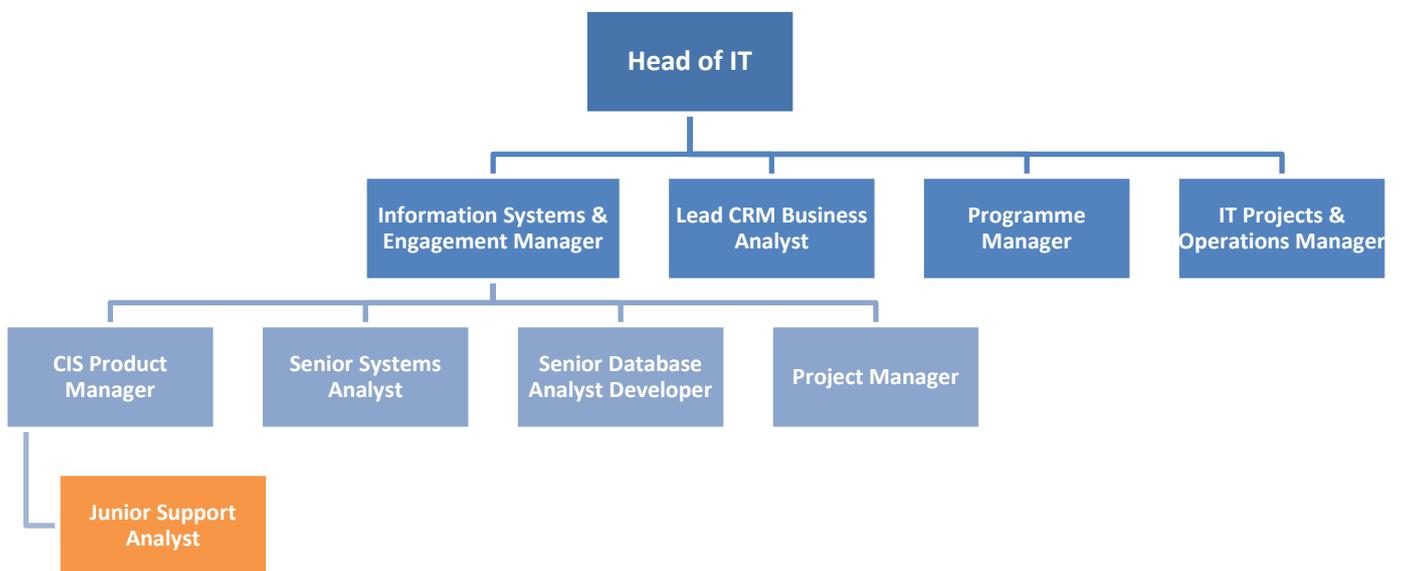


## WORKING RELATIONSHIPS:

| Inside Diabetes UK |
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| IT Managers, Business Analysts, Support Analyst, wider team IT team, Systems' users |
| **Outside Diabetes UK** |
| Systems Suppliers |

## OVERALL PURPOSE OF THE JOB

The Support Service desk is the central point of contact for all Information systems related incidents and service requests. The role of the Junior Support Analyst is to provide first line support for all internal IT customers. The Junior Support Analyst is responsible for managing service requests through Diabetes UK's IT ticketing system, ensuring that service levels and targets are achieved as well as meeting customer satisfaction and continuous service delivery.

The role will also be responsible for working closely with our Learning & Development team to update and maintain all training programmes offered by the Support team. Furthermore, the role will take ownership

of the Support team's intranet pages, developing a self-service portal to enable our staff to access the most up-to-date guidance materials on the information systems used at Diabetes UK.

This job will require you to travel within the UK occasionally to provide training.

## MAIN DUTIES AND RESPONSIBILITIES:

- Ensure all support issues are fully logged and documented within the IT ticketing system, and ensure that all issues are fully managed, including regular customer updates.
- Manage first line of support queries from internal customers within agreed SLA's. Taking remedial action to address issues in accordance with the prescribed processes
- Escalate high priority tickets to IT Management team for review
- Producing weekly reports for management on the progress of tickets stored within the ticketing system, highlighting positive resolution and areas for improvement
- Responsible for managing a customer feedback programme to understand how we can improve service delivery through our ticketing system and provide excellent customer care
- The development and ongoing management of the Information Systems intranet page to ensure internal customers have the most up-to-date guidance materials available to them
- Enhance existing system training programmes by working with Learning & Development team to evaluate and continuously improve
- Develop and manage a self-service portal within our intranet to empower our internal customers to find information and resolve their issues
- Utilise the existing new starter programme to schedule 'check-ins' with system users to ensure training is effective and general feedback is gathered
- Coordinate internal stakeholder engagement activity such as system 'drop in sessions' where staff can chat with the support team and get some quick and effective advice or raise concerns for further investigation.

## PERSON SPECIFICATION:

| The best person for this job will be able to: |
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| • Document processes clearly – for both technical and non-technical teams |
| • Effectively prioritise their workload to deliver agreed outcomes |
| • Demonstrate the ability to effectively work across teams in order to achieve results |
| • Confidently deliver the training to both technical and non-technical staff and obtain feedback as part of our commitment to continual improvement |
| • Deal with end users and ensure issues are addressed in a timely manner and customer expectations have been met |
| • Demonstrate attention to detail during periods of high pressure |
| • Able to follow processes without supervision |
| • Work independently on project tasks, liaising with staff at all levels within the charity |
| • Demonstrate effective problem solving skills |

**The best person for this job will have experience in:**

- Creating guidance documentation
- Communicating with both technical and non-technical staff
- Training in a classroom setting
- Analytical problem solving skills
- Prioritising conflicting task/project to meet deadlines
- Providing an excellent customer support experience

**The best person for this job will be:**

- Dynamic
- An excellent communicator both verbally and written
- Customer Focused
- Results driven
- Confident
- Analytical
- Forward thinking
- Advocate of best practice