



Job Description

Job Title:	Tier 2 Service Desk Analyst - 12 Month FTC / Secondment
Reports to:	Senior Service Support Analyst
Team:	BIS
Location:	Linea
Salary Band:	4 (£23,080 - £26,225)

Job Purpose

To ensure key customer service & support is delivered effectively and efficiently by the BIS organisation across DCWW

Provide remote support for build and installation of Desktop Services managed through the ITSM Toolset and any associated BIS projects.

As a Tier 2 Service Desk Analyst you will be responsible for:

- Resolving technical issue, some of which may be complex, associated with desktop hardware and software.
- Remote software installation/de-installation/update
 - (a) Standard Office Applications
 - (b) Specialist Off-the-shelf or Bespoke Applications
 - (d) Anti-Virus
 - (e) Monitoring installation status' in SCCM
- Build/image desktop hardware with DCWW's corporate SOE
- Diagnosis of hardware issues using software utilities and liaison with technical lead and specialist third parties.
- Update User account information within Active Directory
- Be responsible for ensuring high quality customer services to the internal user base of DCWW
- Ensure all Health & Safety procedures are adhered to at all times
- Ensure all updates are recorded and uploaded onto the ITSM Toolset in a timely manner
- Ensure all paperwork is completed on a timely basis and signed by the customer where required to do so, return these to centralised departments within the designated time scales.
- Keep abreast of technical developments and ensure any gaps in knowledge are addressed either via the company or other means.
- Attend internal and external training courses relevant to Company products, as required.
- Follow all standard processes and procedures and implement any changes to working practices as requested to do so.
- Escalate any potential service issues or outages to minimise the impact on the customer
- Participate in OUT OF HOURS Standby rota

Principal Accountabilities

- To communicate courteously with customers by telephone, email, letter and face to face when required
- To handle customer complaints in a courteous and professional manner
- To investigate and help solve customers' problems, which may be complex or long-standing problems that be resolved by Tier 1
- To provide technical support and advice to all users of Desktop services so that operational problems and queries are diagnosed and resolved as quickly as possible
- To provide assistance and technical knowledge to aid implementation of Projects
- To contribute to the production of standard configurations, documentation and procedures in order to streamline processes and produce efficiencies for DCWW
- To provide statistics or other data to determine the level of customer service BIS is providing

Skills Required

- Excellent organisation skills
- Good knowledge of desktop products and associated infrastructure
- Broad knowledge and understanding of complex desktop applications and technology infrastructure.
- Good knowledge and understanding of incident management protocols and procedures
- Have excellent relationship management skills
- Be able to work in a pressurised situation during incidents

Deliverables

- Excellent customer service at all times
- Clear and concise communication at all times
- Management and closure of incident tickets passed through the ITS Toolset in a timely manner
- Compliance with all BIS governance at all times
- Delivery of any changes without unplanned disruption to the business at times agreeable to the business

Experience, Qualifications and Skills

Essential Skills

- Detailed knowledge of the following technical areas:
 - Windows XP & Windows 7
 - Desktop application software
 - Desktop diagnosis utilities
 - Desktop security software
 - Server hardware and infrastructure
 - Desktop computing and associated peripheral devices
- Broad knowledge of the applications used within DCWW
- Working knowledge of Active Directory Users and Computers
- Excellent relationship management and communication skills
- The ability to work independently and in a team

Desirable Skills

- Knowledge of ITIL framework principles

Description	Assessment Method		
	A	I	T
Essential			
Detailed knowledge of Windows XP/7	✓	✓	
Detailed knowledge of Desktop computing and associated peripheral devices	✓	✓	
Broad knowledge of the applications used within DCWW	✓	✓	
Working knowledge of Active Directory Users and Computers	✓	✓	
Have excellent relationship management skills	✓	✓	
The ability to work independently		✓	
Strong customer service orientation		✓	
Desirable			
Knowledge of ITIL framework principles	✓	✓	

Key:

A – Assessed via application form: I – Assessed at interview: T – Assessed using psychometric / ability test

Working Relationships

- Head of BIS
- BIS Senior Leadership Team
- BIS Leadership Team
- BIS Service Analysts
- BIS Partners and 3rd party contractors
- Senior DCWW staff
- All DCWW IT users

Competencies	Assessment Method		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	✓	✓	
Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	✓	✓	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.		✓	
Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	✓	✓	
Developing People – The ability to set clear goals for others; to assign responsibility; to measure performance; and to seek and deliver feedback to achieve quality, timely results and enhanced individual performance.		✓	
Initiative - The ability to actively influence events rather than passively accept them. The ability to see opportunities and to act on them, to originate action.	✓	✓	

Judgement - The ability to evaluate people and situations and to reach logical, fair decisions. An unbiased, common sense approach	✓		
Interpersonal Sensitivity - The awareness of other people and the environment and one's own impact on these. The ability to get on with people in different situations and to work with others to achieve mutual goals.	✓	✓	
Resource / Project Management – The ability to establish an appropriate course of action, either for oneself or for others, and to manage all resources (to include people, budgets, contracts, systems and processes) effectively, in order to achieve an objective		✓	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	✓	✓	
Self Development – The ability to actively seek to understand one's own strengths and development areas and to work continually towards achieving one's potential.		✓	
Teamwork – The belief in the value of synergy; the drive and ability to work with others to achieve a common goal in an optimally effective way		✓	

Application Method:

- If you wish to apply **please complete an Application Form** (which can be obtained on the Vacancies page of the Dwr Cymru Website or the Infozone) to recruitment@dwrcymru.com
- In order to assess a candidate's suitability, Applications should demonstrate evidence in relation to the Experience, Qualifications and Skills and Competencies listed above.

**Dŵr Cymru Welsh Water is an Equal Opportunities Employer
Welsh language skills are desirable for this post**