Role definition

Job title:	Senior Support Analyst (Fit Out)		
Reporting line:	Group Service Delivery Manager		
Direct reports:	N/A		
Business unit:	Shared Services (Group)	Location:	Rugby

Summary

The dimensions of the Senior Support Analyst role:

- Troubleshooting complex issues that bridge desktop and server
- Champion excellent customer experience for the division
- VIP support and liaison
- knowledgebase ownership and updating
- Training of Service Desk and junior support staff
- Supporting divisional desktop software upgrade projects and vendor liaison
- Vendor support coordination
- Escalation of issues to the right specialist teams
- Leveraging and coordinating the activities of colleagues and suppliers to meet customer support expectation
- Senior escalation point for division specific technologies
- Developing a strong knowledge of Fit Out specific offices, sites and locations through regular visits

The role requires a highly customer focussed approach with the business and collaborative approach across the IT community. The role will be expected to travel regularly to various UK regions.

Key objectives *(4 maximum)*

- Build a detailed knowledge of the division's IT estate, systems and customer priorities to aid a more in-depth and concise response to support tickets
- Take on support of complex IT issues from the Service Desk and provide a friendly and professional VIP support service as required.
- Review and own the shared knowledgebase with the Service Desk and senior support colleagues to aid more focussed support of customers.
- Establish a close working relationship with the division's SDM, and key business stakeholders including the PAs.

Principal responsibilities and accountabilities

- Provide a timely and customer focussed desktop support service for complex issues
- Take ownership of the division's shared IT knowledgebase, maintaining and enhancing it.
- Provide quality, effective VIP support
- Visit Fit Out offices regularly to build up local relationships
- Provide ongoing training to the Service Desk team ensuring they continue to improve first time and first line fix
- Build a detailed knowledge and be senior escalation point for the division specific technologies
- Work closely with the Service Delivery Managers (division and Group) to improve customer experience
- Be a technical contact point and liaison for division specific vendors
- Take part in aged call reviews and work to understand and remove the underlying causes of aged calls.
- Champion a fit for purpose and well maintained local office infrastructure estate.
- Effectively leverage Shared Services expert colleagues to meet divisional support priorities
- Support the deployment of new tools and software packages as required.
- Provide local project support in a technical deployment / testing capacity.

Person specification

Qualifications and training

- A minimum of 3 years' experience in a customer facing IT technical support role.
- ITIL foundation

Skills and experience

Skills
- A good understanding of ITIL Service Delivery principles and experience of delivering this through a combination of internal and external suppliers
- Excellent communicator with an aptitude to communicate at both a technical and business level, with a particular aptitude to explain technical solutions in business terms

Required Technical Knowledge
- Experience supporting, configuring and deploying Microsoft Windows 7 desktop & laptop environments
- Excellent knowledge of Microsoft Office 2010 /2013
- Experience supporting Windows Server 2003-2012
- Active Directory administration
- General Microsoft Exchange account management
- Experience managing Networked peripherals, printers and scanners in a corporate environment
- Experience using Service Desk management tools

Beneficial Skills
- SCCM Administration – Computer Imaging and software deployment
- Knowledge of Microsoft Lync / Skype for Business
- Knowledge of Microsoft Dynamics CRM
- Knowledge of Telephony, Video conferencing, AV systems
- Experience supporting Mobile Devices including Windows and iOS smartphones and tablet