

Job description - IT Service Desk Analyst (PB6b)

Job summary

Forestry England (<https://www.forestryengland.uk/>) looks after more land and more trees than any other organisation in the country, shaping landscapes for people, wildlife and timber. It's a job that never stops growing. Forestry England is an agency of the Forestry Commission.

We have an IT user community of around 2000 people who are geographically spread and delivering a broad range of business functions covering forestry management, timber harvesting, recreation and events management, and management of visitor centres. Excellent IT is essential to help meet our targets as a business.

This role provides an ambitious Technology professional with an excellent opportunity to join our IT Service Desk Team.

Key work areas: responsibilities & accountabilities

Purpose of the Job

As an IT Service Desk Analyst, you will spend your time supporting our staff with their IT questions and queries. Maintaining high standards in customer service by responding in a timely manner and seeing issues through to resolution. You will work closely with other members of the IT Service Desk team and the wider IT Team.

We require someone with a strong sense of ownership, who is a keen team player. You will take ownership of issues and embrace new challenges and work collaboratively with colleagues at a fast pace. The successful candidate will also be keen to make suggestions, share ideas and contribute towards the continuous improvement of our valuable Service Desk function.

You will make sure that excellent customer service satisfaction and standards are maintained. You will be a team player, friendly, approachable, communicative, and adaptable.

You will be responsible for coordinating our Service Desk ticketing system:

- Making sure that the support requests are logged and dealt with or assigned in an appropriate and timely manner
- Monitoring the flow of tickets logged, from start to a timely conclusion
- Be alert to wider issues and emerging patterns.

The role also encompasses core tasks such, but not limited to:

- Fulfilling and shipping requests for equipment and software
- Stock coordination including movement of IT deliveries
- Building IT equipment to business requirements
- End user systems administration
- Maintaining accurate records and stocks, using and updating technical documentation as well as developing and maintaining written guidance as needed.
- Exceptional organisation skills are key to this role.

Location-Specific Information

This role is based in the Bristol office 4-5 days a week Monday to Friday and the post holder will be required to work on call as part of a planned weekend/public holiday on call rota.

Other infrequent out of hours work may be required from time to time, e.g. supporting resolution of incidents.

Infrequent planned travel to other sites UK-wide may be required.

Person Specification: Skills, knowledge & experience

Essential Professional and Technical experience

- Experience in delivering quality customer service to a high standard
- Able to demonstrate a high level of skills in communication, both written and verbal
- Highly motivated, pro-active team player but also able to work very effectively autonomously
- Experience of working in an office IT environment supporting multiple end users
- Demonstratable IT technical troubleshooting skills

Desirable Professional and Technical experience

Demonstratable knowledge and experience of as many of the following as possible (training will be provided where required):

- Appropriate IT related qualifications and/or 2 years' experience working within a hands-on and service focussed IT technical arena, as well as evidence of continued personal development
- End-user administration using tools like Azure Active Directory
- Service Desk support tools such as HALO, Lansweeper, Bomgar, Microsoft Endpoint Manager
- Mobile device and phone setup and support using tools such as Jamf & Microsoft Intune/endpoint
- Client-side Operating System and application troubleshooting: Windows 10 & 11, Office 365, Teams, Defender and Apple MacOS
- Experience of telephony end-user set up such as Microsoft Universal Communications.
- Desk-side hardware break-fix and repair.
- Managed and desktop printer troubleshooting
- Knowledge or practical experience of basic networking principles
- IT security awareness, supporting team to resolve security incidents

Qualifications

Advantageous, but no formal qualifications are seen as essential for this role. Instead, performance at interview based on technical and non-technical questions and may include practical assessment to assess depth of knowledge, skills and behaviours expected for working in an IT Service Desk environment.