

Job Description

Job title	Senior Helpdesk Analyst - Technical	Job family	Business Support Services – Information Technology
Reporting to	IT Helpdesk Manager	Job code	
Location	Bristol	Evaluation Date	08/02/2026

Job Purpose

To ensure that all Helpdesk functions pertaining to technical support are delivered to the business in a timely and efficient manner, ensuring that SLA's are adhered to and resource is managed to achieve optimal results.

Responsibilities

- Ensure that the Technical Helpdesk services are provided to the Priory and Median companies within the agreed SLA's.
- Provide support and guidance to all members of the team where necessary; coaching and mentoring all staff to share best practice and improve pro-active resolution and customer relationship skills
- Answering, recording and responding to all incoming calls and emails to the Group IT Helpdesk.
- Analysing and resolving incidents from all areas of the business within agreed service levels, ensuring 1st/2nd line resolution is achieved wherever possible.
- Provide support for a range of technical issues.
- Taking full ownership of incidents, ensuring accurate and timely updates are provided to customers and maintained in the Group IT Helpdesk System.
- Escalate high-priority incidents to the Helpdesk Team Leader - Technical and consult with the technical team to resolve incidents that are beyond the technical scope of the IT Helpdesk or require a site visit.
- Deputise and assume the responsibilities for the Helpdesk Team Leader – Technical in their absence

Knowledge / Education / Skills

Proven ability to work to tight timescales and work both individually and as part of a team.
 Strong problem solving and analytical skills. Build on existing policies and procedures in order to develop the future IT strategy.
 Strong customer facing and problem management skills

Experience

Experience of supervising a Support desk and/or Service delivery team and a proven track record of delivering IT solutions and projects.
 Hands on experience with help desk and remote support software

Communication

Excellent written and verbal communication skills.

Responsibility

Leadership

Supervisory responsibility for the IT Helpdesk Technical team.

Budgets & Equipment

None

Information

Responsible for the security and integrity of all group and patient data.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Working Environment

Hybrid working. Visits to Head Office and other sites if required.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> Celebrates success and supports colleagues through difficult times Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> Is honest and respectful in all interactions with colleagues and customers Demonstrates emotional control Ensures accurate recording of any transactions and interactions on all company documentation Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> Promotes the company in a positive way at all times Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> Always puts service quality first Shares and encourages innovation Keeps on top of new developments in the sector