

## Job Description

<b>Job title</b>	Helpdesk Analyst - Technical	<b>Job family</b>	Business Support Services – Information Technology
<b>Reporting to</b>	Helpdesk Team Leader - Technical	<b>Job code</b>	
<b>Location</b>	Bristol	<b>Evaluation Date</b>	10/10/2024

### Job Purpose

To ensure that all Helpdesk functions pertaining to 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 provides support to Priory and Median companies within the agreed SLA's.
- 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 to include Hardware, infrastructure, software.
- 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 IT Teams to resolve incidents that are beyond the technical scope of the IT Helpdesk or require a site visit.

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