

IT Helpdesk Analyst

Society Division:	
Society Reporting Unit:	IT
Location:	Support Centre- Lichfield
Reports to (job title):	IT Helpdesk Manager
Number of direct reports:	0
Number of in-direct reports:	0
Budget / Revenue Responsibility:	N/A
Key Stakeholders:	Retail, Funeral, FPL and Support Centre colleagues
Date of Job Description:	28 th Sept 26

Role Purpose:

Providing efficient technology, solutions and services for our Members, Customers and Colleagues, by providing a best-in-class IT Service function. Ensuring that all incidents are logged, triaged, investigated and resolved in line with the service level agreements and best practice

Role Responsibilities:

- Managing both incidents and service requests within business agreed Service Level Agreements
- Pro-actively support colleagues IT equipment using the tools available
- Triaging both incidents and requests
- Keeping critical business kit operational to support colleagues providing a service to our members and customers
- Processing new starter equipment within the Support Centre
- Understand the society's financial goals to help prioritise tasks within your daily workload
- Dealing with in person interactions in the Support Centre
- On site support for both large and small meeting requests when required
- Updating and creating Knowledge Articles
- Work collaboratively with other Technology teams to achieve our vision
- Occasionally situations may arise where other duties or tasks may be required as reasonably requested by the Society.

Qualifications & Experience:

Essential Qualifications

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Desired Qualifications

- Comp TIA
- ITIL Foundation

Essential Experience

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Desired Experience

- Experience with using ITSM Tools
- Previous experience working on an IT Helpdesk/technical team