

## ROLE PROFILE AND PERSON SPECIFICATION

### ROLE PROFILE

**Job Title:** Service Desk Analyst Apprenticeship

**Hours of Work:** 37.5 hours per week

**Reporting to:** Service Desk Manager

#### SUMMARY:

The Service Desk team is responsible for the day to day support of all Hargreaves Lansdown IT problems and queries. You will be the front line for IT and be part of a team responsible for the support of all Hargreaves Lansdown staff, PCs, Laptops and Printers. Assisting with software and hardware related issues. Performing diagnostics to resolve faults either over the phone or by providing desk-side support. The role will also include some hands on 'break fix' and also a number of IT projects.

You will enjoy working in a dynamic, fast paced, professional environment and should have excellent customer service skills and broad knowledge of IT. You will be confident, friendly and approachable with a good telephone manner and be able to communicate with staff who have varying IT Knowledge.

#### KEY DUTIES AND RESPONSIBILITIES:

- Provide 1st and 2nd line support to all Hargreaves Lansdown employees
- Work alongside the IT Service Desk team, resolving approximately 60% of all incidents and requests logged with IT
- Provide help and support to all software applications and IT hardware
- Assist with building PCs, desk moves and IT projects: this is a very hands on role
- Demonstrate excellent problem solving skills
- Strong interpersonal and communication skills are essential as much of the role will involve interfacing with staff
- Maintaining complete and consistent records of all issues in our call logging system

### PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Grade C or above in Maths &amp; English GCSE (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Any IT based qualification</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Excellent computer competency</li> <li>• Good knowledge of Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Windows 7</li> </ul>
<b>EXPERIENCE</b>		<ul style="list-style-type: none"> <li>• Experience of working in customer services</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent telephone manner</li> <li>• Good numerical skills</li> <li>• Highly organised</li> <li>• Good attention to detail</li> <li>• Ability to work to strict deadlines</li> <li>• Ability to work well in a team</li> <li>• Ability to effectively manage own workload</li> </ul>	<ul style="list-style-type: none"> <li>• Strong communicator (written and verbal)</li> <li>• Ability to analyse and problem solve</li> <li>• Proven ability to grasp new systems quickly</li> </ul>

**ATTRIBUTES**

- Confident
- Hardworking
- Presentable
- Professional appearance

- Patient, diligent and diplomatic
- Pro-active, resourceful and able to use own initiative
- Willingness to learn and develop
- Keen interest in new technologies