Job Description

Job Title: Service Desk Technician
Reports To: Service Delivery Manager
Directorate: Operations, Planning & Finance
Location: Haywards Heath, UK.
Direct Reports: None

Job Purpose
The post holder is the central point of contact for all IT related incidents and service requests. The Service Desk Technician is to provide first and second line support for all Sightsavers employees around the world. The Service Desk Technician will ensure that customer satisfaction and continuous service delivery demands are met at all times. As this team is providing support to the whole organisation, varying hours will be required within a 35-hour contract (between 8am – 6pm GMT). Out of hours work may also be required if deemed necessary by the Organisation.

Principal Responsibilities
Service Desk ticket management
Work within the Service Desk team under the direction of the Service Delivery Manager to provide high quality first and second line support by logging and managing to resolution incidents and service requests. These will be logged by Sightsavers employees and some external stakeholders.

- Take ownership of resolving tickets that will require the use of analytical and problem-solving skills. Technical information received from other sources should also be applied methodically to any ticket resolution.
- Regular updates will be provided to customers and external stakeholders via appropriate communication methods.
- Where appropriate, tickets will be escalated to the Infrastructure & Projects Team or the Information Security Team further investigation.

To share collective responsibility, as part of the team, for undertaking the wide variety of projects and tasks necessary to ensure the delivery of cost effective and efficient IT services to the business. These include, amongst others;

- Building and configuring equipment as required (laptops, operating systems, applications) to Sightsavers standards. Make sure these standards are maintained by updating documentation (installation instructions, asset register, knowledge management)
- Undertaking various support and maintenance tasks for software and hardware used anywhere within Sightsavers, includes client and server maintenance. This entails applying manufacturer updates and approved system changes for hardware and software. Some maintenance will be non-routine and require a higher level of knowledge.
- Responsible for a variety of projects as directed by the Service Delivery Manager. These projects will be either individual or shared within the team.
• Develop effective relationships with internal Sightsavers users as well as third party staff to ensure that the team is aware of any forthcoming projects and tasks which may be required by the business. Provide extra support for the other teams in developing and managing these relationships.
• To maintain a first-class level of customer service ensuring that all employees are treated efficiently and in an appropriate manner.
• Provide continual education to other less experienced members of the Service Desk Team, to ensure all knowledge is shared so a more efficient service can be provided to staff and stakeholders.
• To ensure that IT resources are supported through the development of instructional material such as online guides and videos.
• To deliver inductions and training to all staff in the use of IT facilities and services provided by IT
• Maintain excellent verbal and written communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the Organisation.
• To be a highly motivated team player with the skills and ability to manage changing priorities
• Assist other members of the Corporate Services team with any other reasonable tasks as requested.

The principle accountabilities are not meant to be an exhaustive list of tasks. The need for flexibility is required and the job holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

Jobholder Entry Requirements - the essential knowledge, skills and behaviours required

Knowledge (Education & Related Experience):
• Relevant vocational qualification in computer studies/ ICT
• Knowledge of supporting Microsoft Windows 10 and Office 365 applications gained as an end user
• Knowledge of administering Office 365
• Knowledge of the Microsoft Azure platform
• Knowledge of supporting Apple devices JAMF experience desirable
• Understanding of Server Operating System Windows 2012R2, 2016, 2019
• Proven experience of supporting customers in a Level 1/2 Service Desk environment (International environment desirable)
• Experience of relevant computer hardware and peripherals
• ITIL Foundation
Skills (Special Training or Competence):

- Excellent problem-solving skills
- Excellent verbal, written communication and customer care skills
- Desktop software/hardware maintenance skills
- Good administration and time management skills
- Ability to juggle changing and evolving operational priorities
- Able to take direction
- Proactive attitude and keen to improve ways of working
- Ability to identify issues, follow up and resolve using own initiative
- Keen interest in technology

Core Behaviours:

- Communicating and Influencing
- Change and Improvement
- Decision Making
- Team Working
- Planning and Organising
- Delivery and Implementation

Key Relationships

Internal

- Key Business Users
- All Sightsavers staff and local IT technicians
- Other members of Service Desk and Corporate Services Team
- Infrastructure and Projects Team
- Information Security Team
- Business Systems Team
- Senior management

External

- Any 3rd party staff engaged to provide IT technical support services to the business