

Role profile

Role title	Service Desk Analyst
Department and directorate	BMA Technology Services/Finance and Corporate Services
Job family level	All BMA Grade 7
Reports to (job title and name)	Service Desk and Deskside Support Team Leader
Direct reports (job title and name)	N/A

Summary – purpose of the role

Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (eg, to provide a full range of administrative support services to the department including x,y,z)

This role is to provide first line support to all BMA & BMJ Group employees (and elected members) in using their desktop equipment, resolving technical and non-technical issues that they are experiencing.

- Record, respond to and track all incoming calls, emails, Portal requests and IT enquiries to the Service Desk within Service Level Targets.
- Triage calls, ensuring all relevant information is captured at point of logging.
- Resolve incidents and/or accurately assign to other resolver teams where appropriate.
- Respond instantly to AV live meeting requests, seeking AV support where necessary.
- Keep records updated with relevant and time-specified information (includes asset records)
- Provide timely and accurate information to peers in order to efficiently resolve IT issues
- To maintain up to date understanding of technology used within the business to ensure that user issues are managed effectively and efficiently.
- Represent BMA Technology Service, the BMA and the BMJ Group in a professional way at all times.
- All customer enquiries treated with courtesy and efficiency.
- Focus on educating employees on how to make the best use (and best practice) of their IT systems and equipment.
- Reoccurring customer enquiries discussed within the team to ensure that best practice are adhered to and minimising the amount of enquiries and promote self-service.
- Keep documentation updated, including publishing of knowledge articles.
- Manage requests for user changes, additions or deletions to BMA systems.
- Maintain and report upon system access, ensuring good housekeeping and security practices.
- Take ownership for ad hoc tasks when required.
- To proactively support as required during major incidents, following P1 procedures.
- Seek opportunities to improve service and make recommendations for changes.
- Ensure administrations tasks and VC bookings are actioned timely and accurately.
- Run reports on service levels.



Summary – purpose of the role

Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

- Further education qualified in a recognised IT qualification
- Experience of working in a technical environment.
- Experience of working to and reporting against SLAs
- Good interpersonal and presentational skills.
- Procedure documents and knowledge article writing experience.
- Good customer service skills, with the ability to interact professionally with all levels of internal and external contacts.
- Broad technical skills within a Microsoft environment
- Good communication skills both verbal and written
- Good Troubleshooting and Problem Solving skills
- Ability to multitask and work in a high demand environment
- Understanding and awareness of ITIL framework and processes
- Good working knowledge of current versions of MS Office and Microsoft Windows and Outlook/Lync
- Experience with MS SCCM, Service Manager and SharePoint desirable
- Proven experience of remote access, desktop & mobile peripherals.
- Proven experience of Desktop applications
- Good experience with Apple Mac systems
- Good experience with AV equipment and VC systems.

Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

- To work closely with team members and knowledge sources to enable efficient call resolution.
- To provide VC support urgently in relation to live meetings (in coordination with the AV team for BMA room based systems)
- Supplementary AV Support may need urgent prioritising if assisting 'live meetings'
- Capable of quickly assessing situations, recognising repeat incidents and identifying problems.
- Capable of handling and prioritising multiple tasks and delivering within agreed terms & schedule.
- Using 'known error' resolution or investigation and resolution via research for new fix.
- To demonstrate courtesy, sensitivity and take responsibility to ensure customer satisfaction.
- To pro-actively develop technical skills through use of knowledge base & training.
- Adhering to defined policies and suggesting improvements to process and procedures.

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?

- The post holder will work as a team, processing calls generated via the Service Desk system, and will ensure that an appropriate action has been agreed and sanctioned by the customer.
- They may seek guidance from other team members both in and outside of their group for more specialist issues and may consult management where complex and/or political issues arise, or for process authorisation.
- Each call ticket will be given a priority based on business impact. It is the responsibility of the post holder to ensure that these priority timescales and customer expectations are met and categorised correctly. Any other work will be scheduled on a project basis.

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

- Working as part of the Service Desk team and the Desktop Support staff, providing support to BMA Technology Services customers.
- Offering advice to junior member of the team
- Working closely with the other teams within Support Services and the rest of BMA Technology Services as required.
- Ensuring strict confidentiality when working on sensitive issues or confidential systems or data.

Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

What is the purpose of these contacts, eg conveying information, gathering data?

- Greet customers who arrive in the department and ensure they are catered for.
- Daily contact with AV team and other areas of BMA Technology Services.
- Daily contact with BMA & BMJ staff & contractors, at all levels
- Some contact directly with members, e.g., IT queries via AV meeting rooms/library facilities, Conferencing and external events like the ARM and other annual events
- The post holder must respond in a technical competent manner, but in such a way as to not confuse the customer with technical jargon, having a professional approach at all times that instils confidence, to aid query resolution or advice.

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

- This role requires a reasonable amount of physical effort, walking and carrying equipment on an ad-hoc basis. For example moving of equipment, eg PC's, Speakers and other equipment, both by hand and trolleys as appropriate – either assisting other team members or as per planned overtime.

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

- The core role is mainly desk based, with frequent interruptions expected, operating a small shift window based on 7 working hours a day on rota Mon-Fri from 08:00-18:00 (i.e. 8am, 9am & 10am start time)
- The job is conducted mainly at head office, though occasional travel to other offices, home user visits and exhibition centres is required.
- This role may require extended hours of work.
- The role is subject to high volumes of internal customer interaction and is therefore an extremely reactive and demanding role.

The post holder is expected to execute their role in line with our five organisational values. These are currently being translated into behavioural indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:

- We are **leaders** because:
 - We strive to always improve.
 - We take responsibility for our actions.
 - We collaborate with each other and work as one BMA for the good of our members.
 - We are proactive and prepared to guide our members and each other.
- We are **experts** because:
 - We understand our members
 - We draw on our collective experience and knowledge to solve problems.
 - We use our insights and research to make decisions.
 - We provide accurate, credible, relevant and engaging information.
 - We recognise our strengths and act upon them.
- We are **committed** because:
 - We listen to our members and put them at the heart of everything we do.
 - We are respectful, inclusive, open and honest with our members and each other.
 - We approach everything we do with confidence and sensitivity.
- We are **reliable** because:
 - We deliver on what we say we will do.
 - We are accessible and approachable.
 - We build trust by being consistent and supportive.
 - We are positive and decisive whatever the situation.
- We are **challenging** because:
 - We fight, ethically and fearlessly, for the interests of all our members.
 - We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession.

Sign-off

Manager:

Date:

Role holder:

Date: