**Role Profile: EU IT Service Desk Analyst**

**Purpose**

To be part of a team of Service Desk Analysts working closely with the IT Service Desk Manager in delivering quality 1st line IT services and associated support to our businesses across Europe. Responsible for the **delivery of 1st line IT Support** to all Cognita European businesses (primarily Cognita colleagues and school staff, students and parents) using the Group ITSM tool and following IT policies, processes, procedures and standards as deployed, aligned within the ITIL framework. Support of **end user devices** (Desktops, laptops and tablets) including management of hardware and software to ensure they are deployed, controlled and maintained effectively. Create and update **support documentation** used by both IT users and IT colleagues including procedures and knowledge base articles. This role will enjoy hybrid working, splitting time between home and the IT Support Office, with occasional travel to provide hands-on support at schools / business locations; must be commutable to one of the primary office locations (Northamptonshire, London, Barcelona or Madrid).

**Key Accountabilities**

* Accurate registration, prioritisation and classification, of all requests in the IT Service Management system, from multiple channels.
* Identify, triage, and resolve / escalate all IT support requests that come through the Service Desk, with efficient resolution of 1st line IT work within agreed SLAs utilising the ITSM tool.
* Carry out initial diagnosis of incidents to ensure that they can be progressed quickly and accurately.
* Ensure all incidents and service requests are responded to and managed within SLA timescales.
* Provide remote technical diagnosis and fault resolution.
* Ensure Service Desk communications and notifications for service outages are sent to IT users, liaising with suppliers and colleagues in the IT department as appropriate.
* Remotely install and configure approved computer hardware and licenced software, following agreed policies and procedures.
* Manage the creation, editing and termination, of staff and student user accounts following agreed policies and procedures.
* Instruct IT users on equipment operation, care and maintenance
* Ensure end user guides and support process documentation is accurate, kept up to date, and readily available to all colleagues.
* Contribute to knowledge base articles for IT Services to support users
* Participate in problem management, including the pro-active identification and root cause analysis of problems (based on Service Desk data).
* Undertake IT related administrative duties.
* Support IT projects and initiatives at Cognita Schools as directed by the European IT Service Desk Manager.

**Safeguarding Responsibilities**

* To comply with safeguarding policies, procedures and code of conduct
* To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
* To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
* To engage in safeguarding training when required

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Skills** | * Good working knowledge of user account management and administration (AD, Azure, O365 * Basic/Good understanding of IT Infrastructure & Applications Support * Microsoft * Communication * Listening and organising * Problem identification and resolution * Time management | * Awareness of Cyber Security beneficial * Google, Apple |
| **Qualifications** | * N/A |  |
| **Experience** | * IT Support & Service Desk environment * Customer Service * Supporting diverse / remote businesses | * Education or similar sector |
| **Other** | Values Based Behaviours – the behaviours associated with our company values   * Excellence * Respect * Integrity * Collaboration * Accountability |  |

**Key Stakeholders:**

**Internal –**

* European IT Director, European IT Service Desk Manager, European IT Service Delivery Manager, European IT Solutions Manager, School Technicians, School SLT, IT End Users, IT Colleagues in other Teams & Regions.

**External –**

* Third Party Suppliers, Parents/Guardians

**Signed: …………………………………………. Name (print): …………………………………..**

**Date: ……………………………………………..**