ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role / Title: **Systems Analyst (Service Desk Support)**

Reports to: **Service Desk Manager**
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Main Purpose of the Job

Working effectively as part of a team across the ROH Group to provide the following services:

- High quality first and second line user support following ITIL processes and department procedures
- Training of users and assisting with new project delivery
- Escalation of user support requests
- Problem solving, incident reporting and knowledge management
- Accurate record keeping in the service desk and knowledge database

Main Responsibilities

Working to the priorities set by the Service Desk Manager:

User Support

- Develop and maintain up to date knowledge of all ROH user groups and an overall good understanding of systems and infrastructure and department procedures including Health and Safety procedures
- Adhere to department procedures, policies and business processes and work to given priorities
- Respond to user support requests, record problems or incidents and seek to assist users and resolve problems within agreed service levels
- Exchange knowledge and provide front line training on the use of computer systems
- Enable users to be effective, secure and safe in their use of the computers systems
- Enable users to get the best value from the systems they use through education, one to one support in person and on the phone
- Prepare, update and maintain user documentation
- When there is no known resolution in the knowledge database, escalate the problem to third line support providing detailed information on the problem or incident ensuring all avenues for resolution have been explored

- Provide excellent communication to users on the status, progress and resolution of the support request
- Work to all requirements for Health and Safety, confidentiality, GDPR, security and any other department procedures as advised

Support Services

- Effectively record, manage and implement pre authorised changes. e.g. new users, security groups or minor configuration changes
- Liaise directly with suppliers, contracted service support and external consultants to find resolutions to problems and support project delivery
- Attend internal and external system meetings when required representing the Digital Development and Technology function
- Engage in and support technology projects as required

Teamwork

- Work to the highest standards of team working and collaboration within the department and the rest of the organisation
- Play an active role in the team, contributing to the efficient running of operations
- Contribute as part of a team to cover arrangements as needed for operational support during out of office hours
- Uphold customer service standards and work together as a team to deliver a consistent high standard of service

Continuous Improvement

- Contribute to projects and initiatives to support the ROH's sustainability and environmental performance
- Maintain knowledge of best practice and technology updates as relevant to the role
- Uphold ROH values and behaviours: Treat each other with Respect | Be Open | Value the Highest Standards
- Manage own learning and continuous professional development (CPD) relevant to the role; undertake any study or qualifications in line with given objectives
- Support a culture of information sharing, collaborative working and team working

Key Performance Indicators

- Work to given service levels
- Demonstrate a good standard of skills and knowledge of ROH systems and department procedures
- Ensure accurate recording of problems, incidents and resolutions
- Effective team working and sharing of information
- Effective communication and relationship management
- Complete any learning and continuous professional development as relevant to the role
- Demonstrate a commitment to continuous learning and contribute to a culture of continuous improvement

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Technology
- Broad experience in an IT support service desk environment or demonstrable transferable skills from an end user department
- Demonstrated experience working in a service delivery role
- Experience of the products in use at ROH as part of the technical strategy
- Good knowledge of ITIL or related procedures
- Experience in Microsoft products, office systems and enterprise systems such as finance systems, CRM and scheduling systems
- An understanding of the principles of networking and internet technologies
- Knowledge of database systems and databases
- Good base knowledge of technical solutions for common technical problems

Workload Management skills
- Effective problem solving skills specifically root cause analysis
- Able to work effectively in a busy office environment
- Good organisation skills and time management with a systematic approach
- Commitment to delivering a high standard of work
- Ability to keep up to date with current technology and department procedures and implement change effectively
- Awareness and understanding of health and safety requirements relevant to the role
- Able to offer flexibility within a team to provide cover as needed for out of office hours operational support during evenings and weekends

People skills
- Able to deal effectively with people at all levels and maintain positive relations with all user groups
- Strong written and verbal communication skills
- Professional and confident communicator, whether by telephone or face to face
- Consistent high level of customer care and responsiveness
- Commitment to delivering a high quality service both individually and as a team

Learning and Continuous Improvement
- Commitment to delivering a high standard of work
- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.