

REVERA POSITION DESCRIPTION

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| Position Title | Service Desk Analyst | Team | Service Desk |
| Location | Auckland | Reports to | Service Desk Manager |
| Direct reports | None | Date | July 2017 |

PURPOSE OF POSITION

The Service Desk is the central service team for Revera. The team own all change, problem, incident and request tickets and are responsible for the quality of the information gathered from the Client and provided in the ticket and in overseeing the service and management of these tickets by other support teams.

The Service Desk Team is accountable for SLAs and client satisfaction being met.

The Service Desk Analyst is the first point of contact for our Clients. While providing the highest level of customer service, the Service Desk Analyst answers incoming calls and emails, gathers and tracks all information in an incident management tracking system, uses a knowledge base tool along with their expertise to resolve tier 1 and 2 requests in a timely fashion.

The Service Desk Analyst escalates unresolved problem/issues/requests to tier 3 within the wider Revera technical teams. Troubleshooting end user issues on various software applications, hardware, network and telecommunications systems and provide basic desktop support.

The Service Desk Analyst may also assist with change and problem management tasks as required.

Hours & Location

- ✓ This is a salaried 40 hours per week, shift work position.
- ✓ Hours of work are primarily from 6:00 to 23:00 Monday to Sunday although at times longer hours may be required.
- ✓ Prior agreement with Management is required for overtime or time in lieu
- ✓ Although the primary place of work will be Albany, you may be required to travel between Revera offices or Client sites from time to time

KEY ACCOUNTABILITIES

Service Delivery

- ✓ Provide all administration functions including, service requests, MACs, user and email administration
- ✓ To provide a 1st and 2nd level service desk function to an agreed service level agreement (SLA). This includes application support, installation and maintenance of desktop equipment and resolving user problems.
- ✓ Telephone answering, logging emails in the Service Desk mailbox as required, incident resolution and request fulfillment.
- ✓ Problem management and liaison with vendors to ensure that problems are remedied.
- ✓ Provide informed advice regarding any technology related equipment
- ✓ Maintain documentation and enforce standards
- ✓ Demonstrate excellent communication and interpersonal skills with a diverse group of customers and staff
- ✓ Maintain high standards of confidentiality, discretion and trustworthiness towards Revera and the customers (integrity)
- ✓ Gain Microsoft certification (ie; MCSA, MCSE) and ITIL Foundation certified.
- ✓ Machine builds
- ✓ Patching (Desktop)
- ✓ Ability to interpret event logs and SCOM alerts
- ✓ Contribute to the Continuous Service Improvement Process with ideas and initiatives for service

Customer Service

- ✓ Ensure customer service focus outcomes to exceed client expectations through positive engagement.
- ✓ To promote good relations between the service desk, internal teams, vendors and our clients.
- ✓ Demonstrate effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- ✓ Ensure reporting issues are analysed triaged to a high standard, or ensures the appropriate specialist teams are engaged to meet SLA's and KPI's.
- ✓ Maintains close liaison with the customers and other ICT teams to ensure the customers' expectations are set and will meet any agreed Service Level Agreements
- ✓ Must understand the business importance of Service Desk to both internal and external clients.
- ✓ Have excellent time management skills.
- ✓ Have outstanding oral and written communication skills.
- ✓ Be able to work calmly under pressure and meet deadlines.
- ✓ Have a 100% positive attitude, be a fast learner, takes initiative and a focus on Top Quality.

Relationship Management

- ✓ Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally
- ✓ Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations
- ✓ Negotiates mutually acceptable solutions and resolves conflict constructively
- ✓ Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience

Team Work

- ✓ Cooperate and work with other members of the team in order to achieve team goals
- ✓ Supports and explains decisions made by the Senior Leadership team in all relevant forums and discussions

General Management

- ✓ Contribute to Revera objectives
- ✓ Act as a source of expert information and advice in the area of Data Protection for Revera
- ✓ Foster a safe environment by integrating safety and health into all aspects of work practices

REQUIREMENTS OF ROLE

Qualifications and Experience

- ✓ ITIL Foundation certification
- ✓ Microsoft Desktop and/or Server certification
- ✓ 2 Years' experience working in a vendor Tier 2 support function
- ✓ Excellent understanding of AD and Exchange
- ✓ Understand of networks
- ✓ Experience in a vendor environment
- ✓ Experience in understanding service contracts and meeting SLAs

Skills and Competencies

- ✓ Microsoft Desktop and/or server certification
- ✓ Knowledge of the Windows Suite
- ✓ Understanding of network infrastructure (switches/hubs/cabling)
- ✓ Excellent customer service skills
- ✓ Excellent Telephone manner
- ✓ Excellent writing skills
- ✓ Understands the importance of meeting SLAs and KPIs
- ✓ Have excellent time management skills
- ✓ Be a fast learner
- ✓ Be able to work calmly under pressure and meet deadlines

- ✓ Have a 100% positive attitude
- ✓ Excellent team player attitude
- ✓ Attention to detail and quality
- ✓ Demonstrates a quality can do attitude that brings solutions and recommendations.

REVERA EXPECTATIONS

- ✓ Act in Accordance with Revera FLIERS and Cultural values
- ✓ Demonstrate shared leadership
- ✓ Comply with Revera's policies and procedures at all times
- ✓ Be able to work calmly under pressure and meet