

# End User Services Analyst

Job details	
Directorate	Technology and Data
Department:	IT Operations
Team:	Service Delivery
Grade:	Career Professional A
Reports to:	Service Delivery & End User Services Manager
Line management responsibilities:	No
Location:	London

## Role overview

The End User Services Analyst will form part of a customer focused team to delivering a first-class IT experience to staff at the Law Society.

As the main customer facing part of the IT Operations team, you will support staff and visitors to our building both in person and virtually ensuring smooth operation of IT services and the efficient provision and support of hardware and software used onsite and remotely.

Working within the ITIL framework you will help to drive the continued improvement of services to ensure agreed SLA's are adhered to. You will also ensure stock levels of end user equipment are maintained and provide remote and deskside assistance to staff in our buildings.

## Core duties of the role:

The post holder will:

- Fulfil Incidents and Service Requests, both hardware and software within SLA and where appropriate hand-off or escalate to appropriate 3<sup>rd</sup> parties or internal departments within The Law Society.

- Maintain adequate levels of prepared and ready-to-go stock including licensing and peripherals
- Ensure compliance and security policies are maintained and adhered to, reporting incidents outside your remit to the Service Desk and End User Services Manager for enforcement
- Active Directory, VPN and Access Control management for standard and non-standard business applications
- Record all progress and actions within ITSM toolset
- Log new Incidents and Requests ensuring they are fully documented and accurately categorised
- Maintain Service Desk knowledgebase
- Ensure meeting room equipment is operational
- Maintain licence allocations to users, in conjunction with the IT Procurement.

### Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
ITIL knowledge and experience	Application form/Interview
Technical knowledge and practical experience of MS Exchange, Windows 10, Active Directory and Group Policy, Intune, LAN/WAN, TCP/IP, Corporate WiFi, MS Office suite of Applications, MS Teams and Teams telephony and Remote Support Tools (i.e. remote desktop, teamviewer)	Application form/Interview
Knowledge and practical experience of Service Management tools	Application form/Interview
Experience and knowledge of MDM (Mobile Device Management), Mobile Telephony, Asset Management, Escalation Management	Application form/Interview
Proven experience in a Desktop Support environment, supporting mobile/home workers and maintaining asset registers	Application form/Interview
Ability to work in team of multi skilled/multi levelled staff, prioritise workload, triage and diagnose end user issues efficiently, explain technical information to non-technical service users and to remain calm under pressure and focused on task	Application form/Interview
Excellent verbal and written communication and timekeeping	Application form/Interview
A team player with ability to encourage others and take a lead where necessary	Application form/Interview

Progressive and keen to improve and develop skills and knowledge	Application form/Interview
Proactive approach to delivering a timely response and solutions for customers Excellent customer service skills and an understanding of the principles and its importance to the reputation of the department	Application form/Interview
Flexible to support the IT team and wider organisation to deliver business needs	Application form/Interview
Knowledge of IT in a corporate environment	Application form/Interview
Knowledge of Mac OS and support of Apple products, Android and IOS, and Application Support experience (Financial, Legal, HR)	Application form/Interview

### Organisational chart

