Experience

**JD 1**

Service desk officer JD:

1. Providing customer focused Service Desk services including actioning, prioritising and allocating service requests and incidents
2. Identifying and investigating repeat incidents to determine underlying problems, including identifying the impact, developing and implementing workarounds or solutions, or escalating the problem to relevant stakeholders within an ITIL framework.
3. Assigning and/or deploying ICT hardware and software to stakeholders, and performing annual ICT asset stocktakes.
4. Liaising with external support contacts ICT services and incident remediation.
5. Maintaining and servicing a range of ICT systems, hardware and applications to support business needs.
6. Contributing to continuous improvement by identifying and implementing new technologies, modifying processes and service offerings, and undertaking broader IT initiatives.
7. Coordinating with business areas, and providing information and advice to support and achieve IT requirements.
8. Developing and maintaining procedures, and documentation for level 1 and 2 services, incident resolutions and problem workarounds.

System analisis:

You will maintain accurate and clear documentation of requirements, process flows, use cases and other project-related documents.