

Roles & Responsibilities

Job title	Service Desk Analyst- Request Fulfilment
Department	Service Operations

Reports to	Service Delivery Manager
Direct reports	

Job purpose	This role requires Request Fulfilment to process and administrate service requests from both internal and external customers.
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Key responsibilities and duties

- To own the Request Fulfilment process
- To lead continuous service improvement within this discipline
- To be the focal point for all Service Requests coming into Ark
- To facilitate all service requests with the aligned resolver group
- To ensure effective communication with the customer throughout the Request Fulfilment process
- To ensure adherence to the Request Fulfilment process and it's alignment to the Ark QMS
- To engage with and support Ark's security processes on Access and Delivery requests
- To engage with and support Ark's financial processes when facilitating client requests.
- To provide positive engagement with Ark IT to ensure that the automation of Ark's processes and tooling is aligned to Ark's IT strategy.
- To support the introduction of new services and products onto the Service Catalogue
- To support the transition of new services and products into Live Service,
- To assist in the creation, collation and distribution of client service reporting.

Ark - Personal			
Subject:	RR Service Desk Analyst	Author:	Lindsey Sherar
Document Type:	Job Description	Authorised By:	Manley Hopkinson
Effective Date:	1 st April 2016	Next Review:	1 st April 2017
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Experience, Skills & Qualifications

The person:

- Self-motivation and enthusiasm for this discipline
- Excellent interpersonal skills with a clear, professional and confident telephone manner
- The ability to work independently or within a wider team
- Excellent problem solving approach and a 'can do' attitude
- A calm and measured approach when under pressure
- A natural desire to deliver customer excellence as a standard
- Business acumen
- A good understanding of change management and data centre operations tasks
- Excellent verbal & written communication skills, inclusive of report writing
- A full clean current driving licence.
- Natural desire to provide excellent customer support
- Proven track record of customer satisfaction with a strong focus on results.

Additional Requirements

- A minimum of 'ITIL Foundation Level' and aligned operational experience,
- At least 2years of working in a Service Desk environment

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