

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Technology Services Department has undergone a radical transformation. IT now executes a mixture of on premise, Cloud and 3rd party outsourced IT services, in an entirely new and modern IT infrastructure that utilises the latest technologies. The IT function serves 800 staff in NCIs and NCIS co-located bodies and aims to adopt common solutions across NCIs where practical. IT provides a broad range of customer focused IT services such as technical architecture and support, networks, change management, business analysis, project management, Training, Procurement, systems administration, and applications hosting.

What you'll be doing

To provide both remote and on-site technical support to 600 network users across 3 sites and remote locations, own requests and- incidents reported to the IT service desk, provide insight,

trends and feedback to IT colleagues on incidents, ensure the effective delivery and provision of 1st and 2nd line technical support and resolutions and that incidents are logged, triaged, assigned correctly, responded to and resolved within service level agreements and with minimum disruption to users, that status updates, user contact and resolutions are recorded and that effective relationships with 3rd party providers are developed.

MAIN DUTIES AND RESPONSIBILITIES

- Operate as the first point of contact for NCI's users to investigate and resolve 1st / 2nd line technical incidents to agreed service levels and to provide technical advice and support.
- Provide a high level of customer service via direct phone and email support, including remote support and ensure service level agreements are consistently met.
- Actively own, manage, monitor, troubleshoot and resolve queries and incidents reported to the service desk and prioritise, resolve, or correctly refer to the relevant IT support teams.
- Resolve incidents with hardware, software, connection, printers and file permissions and where appropriate triage these to the 3rd Line Service Desk Analyst/Service Delivery Manager
- Collect and maintain clear, accurate and timely information for every incident or service request to provide relevant data to the end user, other internal departments, or 3rd Parties and to enable effective triaging or request fulfilment.
- Understand and proactively operate the escalations procedures.
- Ensure effective management of incidents or service requests, using agreed incident management and request fulfilment processes and consistently meeting agreed SLA targets.
- Monitor the status and progress of incidents and service requests.
- Proactively contribute to Continual Service Improvement through identification of process improvements and problem prevention.
- Documenting processes and maintaining service desk records.
- Undertake starters and leavers technical configurations to ensure that only authorised users are provided with access to NCI's IT systems, that logins are provided within SLA, leavers are deleted in a timely fashion and that all AD, and 0365 attributes are configured correctly.
- Ensure all investigations and solutions consider security such as malware and viruses and that security incidents are resolved immediately to constantly mitigate risks to the live system.
- Administer the service desk self-service portal and design, develop, and provide regular performance reports for disparate audiences and the monthly IT performance report.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of

your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience

- Sound IT knowledge to resolve 1st and 2nd line technical queries that come into the service desk.
- Significant experience in an IT Support role providing customer focused service desk support and resolving incidents in a timely and satisfactory manner.
- Significant experience in applying a structured trouble shooting approach to investigating and resolving incidents.
- Experience in problem solving issues effectively and identifying ways to mitigate future repeated incidents.
- Experience in prioritising own workload and working under pressure and to deadlines.
- Extensive experience in using Microsoft Intune
- Demonstrable experience in liaising with and between technical and non-technical staff and 3rd party service providers.
- Demonstrable knowledge of Microsoft products, RDP (remote desktop), VCloud, server platforms and Microsoft 0365 Administration and support, Windows 1.1

Skills & Abilities:

- Ability to work unsupervised and to work as part of a team
- Strong written and verbal communication skills
- Significant troubleshooting expertise and structured problem-solving skills
- Able to support new and emerging line of business applications and IT solutions

Qualifications & Training:

- ITIL Foundation
- CompTIA A+ and N+ or equivalent
- Experience of Supporting Active Directory, Microsoft Exchange/Office 365 Administration
- Basic understanding of networking and infrastructure

Desirable

- Industry standard qualifications in IT service provision
- Microsoft Certified Specialist Engineer

Vacancy Summary

JOB TITLE:	Service Desk Analyst
NCI ENTITY:	Church of England Central Services
DEPARTMENT:	Technology Services
GRADE:	Band 5 Market Rate Salary
SALARY:	£43,219
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Great Smith Street, London SW1P 3AZ with occasional travel to Lambeth Palace Library
HYBRID WORK ARRANGEMENTS:	3 days in the office (on succession of passing probation) and 5 days in the office during probation
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input checked="" type="checkbox"/> Basic
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8017880
COST CODE:	50151
PARENT POSITION:	Service Delivery Manager