

**The main purpose of this role is to deliver excellent support services for customers through ticket ownership and adherence to Service Level Agreements.**

## Dimensions

As a member of the Technical Analyst team, be XMA's first point of contact for all Technical related Incidents and Requests, ensuring that you log customers' incidents and requests or other 'calls' (whether by telephone, email or other source) and then try to resolve those calls to the end users' satisfaction in accordance our service level agreements. You will take ownership of tickets ensuring that the customers have a consistent line of communication whilst collaborating with other Technical Support team members to reach resolution. In addition, identify, log and escalate major incidents, problems (underlying issues), availability/capacity issues and security incidents.

## Reporting to

1<sup>st</sup> Line Technical Analyst Team Leader (Direct Report)

## Key relationships with

The role is key in the Technical Support team and is required to work closely with Customers and Suppliers, Field Services Teams and Service Operations Team, working towards delivering support services exceeding customers' expectations.

## Key accountabilities

Service Excellence	<ul style="list-style-type: none"> <li>Maintain a high degree of customer service for all support queries and adhere to all service management principles</li> <li>Take ownership of user problems, pro-active dealing with user issues</li> <li>Support users in the use of computer equipment by providing necessary training and advice</li> </ul>
Incidents, requests and other call types	<ul style="list-style-type: none"> <li>Answer / respond to "calls" according to process and policy (including time limits), resolving directly wherever possible in a professional manner</li> <li>Escalate issues to other teams according to service management processes</li> <li>Achieve targets as directed by Support Services Management, e.g. average number of calls per working day or % of availability issues logged</li> <li>Facilitate the sharing of know-how, including through the coaching of others and through documenting resolutions</li> <li>Manage people's expectations and in particular update people on progress or slippages</li> <li>Identify underlying issues to incidents arising and log as 'problems'</li> <li>Identify security incidents and log and escalate as appropriate</li> <li>Identify availability/capacity issues and major incidents and log and escalate as appropriate</li> <li>Provide support outside normal working hours, if required</li> <li>Update call records as further updates are known</li> </ul>
Initiatives and other	<ul style="list-style-type: none"> <li>Adhere to other service management policies and processes relevant to the role, including change and release management, availability management and security management</li> <li>Act as a 'service representative' for appointed service(s), in particular take responsibility for maximising Technical Analyst's ability to resolve incidents and requests for appointed services</li> <li>Assist with specified maintenance and operational procedures</li> </ul>

### Competencies and experience

Experience	<ul style="list-style-type: none"> <li>• At least 12 months Technical Support experience</li> <li>• Experience of customer focussed role</li> <li>• Ideally ITIL Foundation V3 or experience of</li> <li>• Ideally experience of working in an ITSM structure</li> <li>• Ideally Security-Cleared / CRB-checked</li> </ul>
Technical Analysts	<ul style="list-style-type: none"> <li>• Asks questions to clarify and verify information</li> <li>• Demonstrates critical thinking</li> <li>• Demonstrates passion for resolution</li> <li>• Demonstrates compliance with time restrictions set by service level agreements</li> <li>• Achieves speed and quantity of resolutions</li> <li>• Uses fact-finding and diagnostic tools</li> <li>• Performs well under pressure</li> </ul>
Call Recording and Management	<ul style="list-style-type: none"> <li>• Demonstrates ability with call tracking system</li> <li>• Follows call-handling procedures</li> <li>• Enters information quickly and accurately</li> <li>• Summarises calls clearly and concisely</li> <li>• Enters updates clearly and quality</li> <li>• Communicates status and changes to caller and other stakeholders</li> <li>• Negotiates suitable outcomes to incidents</li> <li>• Uses proper closing</li> </ul>

### Characteristics and Behaviours

Customer Focus and Interpersonal Skills (inc via telephone)	<ul style="list-style-type: none"> <li>• Provides clear, understandable updates to people</li> <li>• Treats people with courtesy and sensitivity</li> <li>• Builds positive rapport</li> <li>• Makes extra effort to satisfy customer needs</li> <li>• Makes a positive first impression</li> <li>• Communicates in a courteous manner</li> <li>• Establishes effective relationships</li> <li>• Exhibits tact and consideration</li> <li>• Displays positive outlook and pleasant manner</li> <li>• Contributes to building team spirit</li> <li>• Gives and welcomes feedback</li> </ul>
Personal Continuous Improvement	<ul style="list-style-type: none"> <li>• Strives to increase personal productivity</li> <li>• Develops efficient work methods</li> <li>• Focuses on results rather than routines</li> <li>• Seeks ways to improve systems and services</li> <li>• Develops standards, procedures, and policies</li> <li>• Ensures adherence to policy &amp; processes</li> <li>• Makes positive suggestions to improve policy &amp; processes</li> </ul>
Personal Presence	<ul style="list-style-type: none"> <li>• Projects confidence and professionalism</li> <li>• Speaks with positive tone of voice</li> <li>• Chooses appropriate words and correct grammar</li> <li>• Speaks clearly and at appropriate pace</li> <li>• Maintains pitch and volume</li> </ul>
Team Member	<ul style="list-style-type: none"> <li>• Establishes effective relationships with team</li> <li>• Exhibits tact and consideration</li> <li>• Displays positive outlook and pleasant manner</li> <li>• Contributes to building team spirit</li> <li>• Gives and welcomes feedback</li> </ul>