

Service Desk Specialist



Purpose

The Service Desk specialist provides first and second-level operational support for TSB's technology services and enterprise applications. The role ensures incidents, service requests, and application support activities are handled efficiently, professionally, and in line with agreed service levels, contributing to a positive colleague experience and stable technology operations. This role incorporates operational application support responsibilities, focused on day-to-day service delivery rather than service ownership.

Role dimensions

- **Reports to:** Service Desk Lead
- **Division:** Technology Services
- **Direct Reports:** Nil
- **Financial authority:** Nil

Person specifications

Experience and skills:

- 1–3 years' experience in a service desk, IT support, or customer support environment.
- Experience supporting Microsoft 365, Windows desktop operating systems, and collaboration tools.
- Exposure to enterprise or business applications and ITSM tools.
- Strong communication skills with both technical and non-technical audiences.

Attributes:

- Customer-focused with a proactive approach to problem solving.
- Strong time management and ability to prioritise workload.
- Genuine interest in technology and a desire to develop a career in IT service management.

Role specific areas of responsibility

- Provide Level 1 and Level 2 support via phone, portal, chat, and ticketing systems.
- Log, prioritise, investigate, and resolve incidents and service requests in line with ITSM processes.
- Maintain end-to-end ownership of assigned tickets through to resolution.
- Provide operational support for enterprise applications, including access, configuration, and functional troubleshooting.
- Work with internal teams and vendors to resolve application-related incidents.
- Support application changes, releases, and service transitions using defined processes.
- Maintain accurate application and service documentation.
- Identify recurring incidents and contribute to problem management activities.
- Escalate complex issues in accordance with escalation procedures.
- Provision hardware, software, and user access requests.
- Maintain accurate asset and configuration records.
- Contribute to knowledge articles, service reporting, and service improvement initiative

SFIA Skills and Levels (Indicative)

- Customer service support (CSMG) – Level 3
- Incident management (USUP) – Level 3
- Application support (ASUP) – Level 3
- Problem management (PBMG) – Level 2–3
- Knowledge management (KNOW) – Level 2–3

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development. This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.