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POSITION TITLE:	Service Desk Analyst
LOCATION:	Tauranga
PEOPLE LEADER:	Service Delivery Manager
TEAM:	Service Delivery, Digital Business

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At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The key focus of the Service Desk Analyst is to provide first level support for all Incidents and Service requests logged via the CIP Service Desk within the defined Service Level Agreements for services. This role holds primary responsibility for Incident and Service request management through to resolution. The Service Desk Analyst is required to provide first level support for Laptop and PC's, Microsoft Windows 10 or above, Microsoft Office 365 or above, Customer Relationship Management application (CRM), MS Teams and bespoke business applications for financial institutions (training will be provided if required on these business applications). The role is also required to support end user training and answering 'How do I?' queries from business users. This position will also be called on from time to time to assist with project assignments and testing.

The role includes assisting in the implementation, configuration, control, monitoring, maintenance, troubleshooting and resolution of these infrastructure areas with CIP's 3rd Party vendors to ensure maximum availability of ICT services to the business users in alignment with the IT SLA with the business. This role is also expected to assist the Service Delivery Manager in the management of mobile services, asset management, contract management, procurement, recruitment, and general administrative duties in support of the services provided by the team.

## WHAT I DO

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### SERVICE DESK SUPPORT (1<sup>ST</sup> LEVEL SUPPORT)

- Respond to incident requests assigned through the Service Desk escalation process to the relevant resolver groups.
- Maintain accurate incident records and notes in the service desk system in line with SLA requirements.
- 1<sup>st</sup> and 2nd level application support as required including specialist support for all CIP business applications including 3rd party applications.
- Ensure all issues are logged in the Service Desk Service Portal (Ticket System).
- Follow all Service Delivery Team and Infrastructure processes as required.
- Provide support and management of the CIP mobile services.
- Ensure processes are carried out in accordance with agreed standards or procedures and in line with SLA requirements:
  - Record, classify and prioritise Issues or Service requests and incidents accurately in via tool-set templates
  - Identify and record Incident symptoms, determine possible causes and resolve or allocate for resolution.
  - Ensure documentation of incident resolution, where it may be reusable is submitted into knowledge base.
  - Verify with affected Users that the service request/incident has been satisfactorily fulfilled/resolved, then close.

- Ensure the correct escalation process is followed for all escalated Incident or Service request tickets.
- Specialist application support as required including specialist support for all CIP business applications including 3rd party applications.
- Provide communication to customers in preparation for planned work and unplanned outages as documented in the Craigs Investment Partners Service desk procedures.
- Co-ordinate between CIP and third-party support
- Provide instruction on use of CIP business applications or devices to CIP users where required.
- Problem logging and communication
- Provide support and management of the CIP mobile services.
- Follow all Infrastructure and Service Delivery Team processes as required.
- Reflect any support or service changes within the CIP IT knowledgebase.
- Ensure strict adherence to CIP ITS and Cybersecurity Policies

#### ADMINISTRATION AND CONTINUOUS IMPROVEMENT

- Undertake Procurement and Asset Management as required for provision of ICT services in the organisation.
- Complete general administrative tasks such as:
  - Reflect any support or service changes within the CIP IT knowledgebase.
  - ITS department administrative services for business applications
  - User access control and reporting/reconciliation
  - Procurement and asset management
  - Contract administration
- Complete Continuous Improvement, including:
  - Process improvements and recommendations to enhance service desk operations.
  - Prepare, update and/or contribute to user guidelines, processes, and policies, and other documentation.
  - Involvement in the Infrastructure and Service Delivery Team's continuous improvement plan

#### GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification or disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

## WHAT I VALUE

### Our Values



We are stronger together



We strive for excellence



We put people first



We do what's right

At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

## WHAT I BRING

Qualifications / Experience	<ul style="list-style-type: none"> <li>• IT qualification, or relevant equivalent work experience</li> <li>• Prior Service Desk or ITS Support experience</li> <li>• Financial services experience (desirable)</li> </ul>
Key Skills and Attributes	<ul style="list-style-type: none"> <li>• Excellent time management and organisational skills</li> <li>• Strong written and verbal communication skills</li> <li>• Ability to work well under pressure</li> <li>• Strong problem-solving skills</li> <li>• Self-starter with the ability to show initiative</li> <li>• Curiosity and ability to learn new skills quickly</li> <li>• Embracing of new technology, systems and processes</li> <li>• Ability to demonstrate flexibility and embrace change</li> <li>• A continuous improvement mindset</li> </ul>