CRAIGS®
INVESTMENT PARTNERS

POSITION TITLE:	Service Desk Analyst
LOCATION:	Information Technology Solutions, Head Office, Tauranga
REPORTS TO:	Service Desk Team Lead

POSITION SUMMARY

The key focus of this role 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.

First level support will extend to Citrix XenApp7.9 or above, Microsoft Windows 10 or above, Microsoft Office 2016 or above, Customer Relationship Management application (CRM), Skype for Business and bespoke business applications for financial institutions (training will be provided if required on these business applications). End user training and answering 'How do I?' queries from business users is also a key duty.

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 Infrastructure Team Lead in the management of mobile services, asset management, contract management, procurement and general administrative duties in support of the services provided by the team.

KEY RESPONSIBILITIES

- Service Desk Support (1st 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.
  - 1st level application support as required including specialist support for all CIP business applications including 3rd party applications.
  - Ensuring all issues are logged in the Service Desk system
  - Follow all Infrastructure and Service Delivery Team 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:

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- 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 either resolve or allocate for resolution.
- Ensure documentation of incident resolution, where it may be reusable is submitted into knowledge base.
- Verify with the affected Users that the service request/incident has been satisfactorily fulfilled/resolved and then close.

  o Ensure the correct escalation process is followed for all escalated Incident or Service request tickets.

  o Specialist application support as required including specialist support for all CIP business applications including 3rd party applications

  o Provide communication to customers in preparation for planned work and unplanned outages as documented in the Craigs Investment Partners Service desk procedures

  o Co-ordinate between CIP and third party support

  o Provide instruction on use of CIP business applications or devices to CIP users where required

  o Problem logging and communication

  o Provide support and management of the CIP mobile services

  o Follow all Infrastructure and Service Delivery Team processes as required

  o Reflect any support or service changes within the CIP IT knowledgebase

  o Strict adherence to CIP ITS and Cybersecurity Policies

- Undertake Procurement and Asset Management as required for provision of ICT services in the organisation.

- Administrative Tasks:

  o Reflect any support or service changes within the CIP IT knowledgebase

  o ITS department administrative services for business applications

  o User access control and reporting/reconciliation

  o Procurement and asset management

  o Contract administration

- Continuous Improvement

  o Process improvements and recommendations to enhance service desk operations

  o Prepare, update and/or contribute to user guidelines, processes, and policies, and other related documentation

  o 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 of disclosure.
- Maintain the core competencies as set down by the Company from time to time.

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- 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.

PERSON SPECIFICATION

Qualifications	• IT qualification or relevant equivalent work experience
Knowledge/Experience	• Service Desk or ITS Support experience 1+ years • Financial services experience (desirable)
Key Skills and Attributes	• Excellent time management and organisational skills • Strong written and verbal communication skills • Ability to work well under pressure • Problem solving skills