

Role Description - IT Service Analyst**Practice group/Global Operations team:**

Global Operations/Information Technology

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Overview:

Reporting to the IT Service Manager, and working within our IT Services team, the IT Service Analyst will be responsible for overseeing the end to end Incident process and assisting with proactive Incident Management. You will also act as Escalation point of contact for any Incidents or Requests that require priority support

You will manage and take ownership of incoming Incidents and Requests, and those requiring priority attention via a defined Escalation process.

Working with internal and third party technical teams to ensure that priority items are fulfilled, and that service improvements from those are identified and tracked.

This role will also require the ability to provide reporting upon delivered services, support the IT Service Management team in Identity and Access management governance, and various compliance validations within the department.

Key Experience:

- A minimum of 2-3 years of large-scale and diverse IT estates with knowledge on Incident Management, Problem Management, and service improvement etc
- Ability to provide clear and precise communications across all levels of the business.
- Knowledge of ITIL service management processes and practices
- Sound working knowledge and experience of associated service management tools, techniques and methods
- Experience of working with 3rd parties and 3rd party delivered services
- Recognised ITIL Foundation Computer Sciences Certificate or equivalent
- Excellent influencing and people management skills
- Ability to design and produce reporting documentation, to support the service compliance, and performance of the roles allocated services.

- Experience of User Access audits and reporting would be advantageous