



## Job Description

JOB TITLE	<b>IT Support Analyst</b>
LEVEL/BAND	<b>TC14</b>
DEPARTMENT	<b>Technology</b>
DIRECT REPORT (JOB TITLE)	<b>IT Service Management Manager</b>

### Overall Purpose of the Position

To provide first line support to end-users by handling IT-related incidents or service requests in adherence with incident and service request fulfilment policies and procedures.

### Operational Responsibilities

- To ensure that all incidents and service requests are handled promptly and effectively within agreed service levels.
- To adopt, and adapt ITIL best-practices throughout all IT Service Management functions.
- To investigate bugs and problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures;
- To provide end-users pro-active guidance and advice to ensure effective use of ICT resources and facilities.
- To propose and document continuous process improvements to the incident and service request fulfilment processes.
- To conduct the analysis, definition, documentation and testing of applications' and systems' enhancements within the Service Transition's scope;
- To maintain and update incident, problem, and service request fulfilment process documentation.
- To support the team to pro-actively detect problems related to the Service Transition Processes and Procedures, conduct diagnostics and provide service request ownership to ensure resolution;
- To provide 2nd line support, when necessary, and/or escalate with supplier, any service-tickets reported by the clients/end-users, using the formal processes aligned with the Service Desk objectives.
- To manage and propose changes to the service catalogue and service levels when deemed necessary.
- To monitor and correct the quality of case data registered by end-users.
- To sit on committees and attend meetings when required and to take minutes accordingly.
- To prepare and issue service performance reports on a monthly basis.
- To act as system administrator for the Service Manager system.

- To diagnose and resolve technical, application and administrative problems to ensure that the effect on the operations is minimized.
- To apply and manage tools, techniques and processes to track, log, report on and correct configuration items, components and changes within the Configuration Management Database (CMDB).
- To plan, and recommend enhancements to ensure that IT Capacity meets current and future business requirements in a cost-effective manner. To assist his/her superior in the preparation of the unit's business plan and underlying budgets. This includes the preparation of action plans and reports as may be instructed by the superior from time to time;
- To provide an effective interface between technical personnel and the end-users in cases where the incident needs to be escalated.
- To ensure that priority settings and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
- To monitor the incidence, status and speed of resolution of reported incidents and service requests.
- To proactively recommend changes to systems, products or services.
- To demonstrate all features, installs and commissions desk-top systems, products, services and their upgrades.
- To interpret technical manuals and documentation in consultation with end-users and technical personnel.
- To provide training to end-users when necessary.

### **General Responsibilities**

- To submit any reports and/or participate in any projects and activities as may be directed from time to time.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To perform standard office tasks including processing mail, answering phone calls, ordering supplies and filing.
- To perform any other duties that may be reasonably assigned.

## Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Possess good communication skills. Excellent analytical, troubleshooting &amp; interpersonal skills.</p> <p>Have good verbal and written communication skills.</p> <p>Be organised, meticulous and prepared to work under pressure.</p> <p>Be a team player, reliable, and can work on his/her own initiative.</p>	<p>Experience working with SQL queries and development of PL/SQL applications.</p> <p>Experience within the Financial sector will be considered an asset.</p>	<p>Possess a degree/diploma in IT / Business and Computing or in a related field.</p> <p>Possess an ITIL Foundation Certificate will be considered an asset.</p>
DESIRABLE			