

King's Service Centre

Job Title	Service Desk Student Analyst
Reporting to	Service Desk Team Lead
Overview of role	<p>This role would suit a student, or someone looking to work flexibly and develop their skills in IT, Facilities Management and Customer Service.</p> <p>As a member of the Service Desk team, you will be coached to provide the highest standard of IT and FM services to staff and students of Kings' College London, delivering exceptional customer satisfaction and a personalised service, whilst achieving the defined service performance KPIs.</p> <p>This position requires problem-solving using various diagnostic tools and inter-personal skills are required to support customers and handle escalations in-line with King's Service Centre's policies and procedures.</p> <p>The post holder will assist in handling frontline queries from various sources including email, self-service and telephone and will use the Service Management toolkit to record Work Orders, Incidents and Service Requests.</p> <p>The hours for this post are flexible depending on the availability of the successful applicant, however will be between the hours of 07:00-22:00, Monday to Sunday.</p>
Key skills and experience required	<p>Completion of a relevant IT qualification at GCSE level (E)</p> <p>Passion for IT and Customer Service (E)</p> <p>Good interpersonal, communication and document writing skills, remaining calm and courteous at all times (E)</p> <p>Ability to adapt quickly to changing technologies and processes (E)</p> <p>Effective time management skills; with the ability to work on multiple tasks simultaneously, prioritising tasks according to fluctuating workloads and deadline pressures (E)</p> <p>Full Driving Licence (D) or the ability to get to the Quintdown office within 60 minutes, using public transport or other means (E)</p>