

King's Service Centre

Job Title	Service Desk Analyst - Residences
Reporting to	Service Desk Team Lead - Residences
Overview of role	<p>As a member of the Service Desk team, you will provide the highest standard of 1st line support for University Residences enquiries submitted by 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 a high percentage of First Contact Resolution, request fulfilment and problem-solving using online reference sources and an acquired knowledge of Kings College's residential estate. In addition, good inter-personal skills are essential to support customers and handle escalations in-line with King's Service Centre's policies and procedures.</p> <p>The post holder will handle frontline queries from various sources including email, self-service and telephone and may at times be required to act as an overflow for the IT and Estates Service Desk. It is vital that the post holder has excellent troubleshooting, communication and customer care skills.</p> <p>The post holder will work closely with colleagues in King's as well as other key stakeholders and will use the Service Management toolkit to record Incidents, Requests and queries.</p> <p>Some travel may be required for meetings and training, (predominately between Quintrell Downs and university campuses in London).</p> <p>The normal hours for this post are 8.5 per day, covering 07:00-21:30, on a 5-in-7 basis. The post-holder will need to be flexible to accommodate unexpected staffing issues e.g. sickness and may also be required to work a Night-Shift (21:00-07:30) in an emergency.</p>
Key skills and experience required (E) – Essential (D) – Desirable	<p>Experience in a Service Desk environment (D) or customer service role (E)</p> <p>Strong interpersonal, influencing, communication and report writing skills, interacts appropriately with users with varying levels of awareness of the Kings College campuses and the systems used there. At all times remaining calm and courteous while working to resolve incidents and queries (E)</p> <p>Understanding of an enterprise / complex support environment (D)</p> <p>Ability to adapt quickly to changing technologies and processes (E)</p> <p>Strong information finding/diagnostic/trouble-shooting skills (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>ITIL Foundation v3 (D)</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>