

Technology Service Desk Specialist (Internal)



Purpose

The primary purpose of the role is to support the efficient operation of IT service delivery by providing IT engineering support services to the internal business. A large part of this role is following through with the delivery of day-to-day enterprise systems operational support (assignment and escalation, incident resolution, desktop support, system administration and reporting) and ensuring service levels are met, standards are maintained, and all incidents are handled in a timely and professional manner.

Role dimensions

Reports to: Enterprise Service Manager

Department: Technology Services

Job family: Technical Specialist

Location: New Plymouth

Person specifications

- 1.5+ years working in a professional environment within a customer support capacity.
- A genuine interest in technology, both in and out of the workplace.
- Experience working with Microsoft 365, Windows Desktop Operating Systems and Teams.
- Excellent communication, self-motivation, time management, prioritising and multi-tasking skills.
- A desire to pursue a career in technology.

Role specific areas of responsibility

- Provide Level 1 and 2 telephony, portal, chat and ticket support for bank staff and designated 3rd parties.
- Actively respond and manage incidents and problems, identifying trends and seeking appropriate remedies, limiting and preventing future incidents, recommend and implement changes to reduce incidents / problems.
- Actively seek to report and improve on processes, tools and roles as needed to deliver better service levels.
- Apply functional escalation to senior support (L3) where necessary. Maintain end-to-end ownership of request and incident records.
- Develop a sound understanding of TSB's IT systems and service as well as business related processes and procedures.
- Work with the wider business teams to develop an understanding of their areas of expertise to better help support them.
- Provide reporting support to Enterprise Service Team and Manager.
- Provision hardware and software assets, complete standard requests (Install/Move/Add/Change).

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.