**Service Desk Analyst**

We are looking for a Service Desk Analyst who will be responsible for recording, allocating, resolving, monitoring, escalating and reporting customer service incidents. Managing the implementation of change.

The successful candidate will ensure that all incidents are accurately recorded in the help desk system and monitored through to resolution; Escalate to line manager all high priority calls and monitor the problem resolution process and chase up the required actions.

You will also provide resolution support to end users across the business in response to requests & incidents raised. And ensure that the processes for master data creation, maintenance and deletion are followed. Moreover, implement application enhancements or configuration changes, following the release management & change control procedures. And maintain housekeeping processes that deliver smooth running applications, minimising downtime.

This is a vital role in a fast changing environment, therefore we expect you to display a strong customer focus approach, general IT awareness including Database technologies, Operating Systems and networking.

**The Role:**

* Provide support to end users across the business in response to requests & incidents raised including prompt response, initial assessment and first time fixes where possible. Ensure all incidents are:
* Recorded and managed to the required standard.
* dealt with in a prompt and professional manner in line with the defined service level agreements
* Properly assessed and allocated to the appropriate resolver group
* escalated if needed, where appropriate, in line with defined service level agreements.
* Reviewed and analysed to identify trends to identify root cause
* Set up and maintain key master data in accordance with the defined approval processes.
* Maintain a close relationship with business customer (end-user) and ensure they are fully consulted and informed at appropriate times
* Understand third party maintenance and support contracts and the business calendar and prioritise to meet demands
* Review quality of information on closed incidents and perform root cause and trend analysis to identify areas for improvement.
* Contribute to the management of the third party vendors, to ensure that software updates and bug fixes are available and applied
* Ensure that all enhancements, maintenance and bug fixes are applied in a controlled manner by ensuring adherence to the agreed process
* Ensure effective support documentation is created and maintained

**The Person:**

* Knowledge of TW Business processes.
* Knowledge of the COINS product and associated applications.
* Understanding of project management methodologies, key ITIL processes such as change control and system development life cycles.
* General IT awareness including Database technologies, Operating Systems and networking
* Proven track record of incident management, customer service and support
* Experience of call logging and working with IT support teams and third parties  
  Graduate or similar qualification in IT, or related subject desirable.
* 2 - 4 years’ experience within IT, and / or ITIL qualifications, is desirable
* Knowledge and understanding of the industry is preferred

**In order to be successful in this role you must be able to prove eligibility to work in the UK.**

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.

Internal applicants – please advise your Line Manager if applying for this role.