

Job Description

Job title:	Service Desk Advisor
Reports to:	Service Desk Manager
Responsible for:	Either: Direct line management responsibility or No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

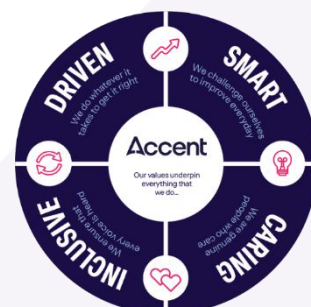
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Service Desk Advisor, you will be the frontline of support for our customers and colleagues, ensuring that their technical issues are addressed promptly and with care. You will act as the owner of the service desk calls from initiation to completion, providing regular updates and working collaboratively to resolve issues. By proactively managing incidents and delivering high-quality service, you will play a key role in maintaining operational efficiency and a positive user experience. You will also have the opportunity to contribute to process improvements, ensuring our service delivery continues to evolve to meet the needs of the business.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As part of the team, you will uphold our commitment to providing exceptional service by demonstrating empathy, patience, and professionalism in all interactions. Your approach will be in line with Accent's dedication to inclusive service, fostering a culture where all colleagues and customers feel supported. You will take a proactive role in learning and self-development to stay ahead of industry changes, ensuring your technical skills remain sharp and aligned with best practices. By collaborating with colleagues, you will contribute to a positive, solutions-driven environment that promotes innovation and continuous improvement.



Key Responsibilities and Duties

- Act as the owner of the service desk call on behalf of the user, managing it from initiation to completion, and ensuring that colleagues are kept up to date on progress.
- Accurately record all calls on the service desk system, handling first, second and occasionally third line tickets on the spot where possible and escalating when necessary.
- Develop User Guides and Knowledge Articles to assist colleagues with commonly reported issues and reduce repeated service desk calls and to help other Advisors resolve tickets more promptly and in a consistent manner.
- Provide initial diagnosis of calls and emails, categorising and prioritising them in an accurate and timely manner. Resolve tickets, achieving a target of 90% within SLA by diagnosing issues or escalating to the appropriate support teams when necessary, ensuring all information is gathered beforehand.
- Ensure that incidents are resolved satisfactorily, contacting colleagues to confirm their issues are fully addressed.
- Maintain and update software and hardware asset registers, ensuring all updates to these records are logged accurately.
- Oversee the smooth operation of shared technology in meeting rooms
- Contribute to the safety and security of the office environment by maintaining vigilance for potential cyber threats and advising on best practices.
- Take full ownership of new starter tickets ensuring a great joining experience, including equipment provision, access and accounts and welcome calls
- Take full ownership of leaver tickets, ensuring recovery of equipment and closure of all access and accounts in a timely manner
- Liaise with 3rd parties to monitor/correct external connections
- Provide ad hoc advice to colleagues on general equipment use and maintenance, cyber security and software usage
- Manage/fulfil change requests
- Identify/manage/resolve Problem tickets
- Take responsibility for physical security measures such as ID cards and Server room access
- Provide constant cover of Service Desk opening hours as per the weekly rota

The must haves:

- Experience working in a busy IT environment, providing customer-facing technical support.
- Proficient in Windows Desktop support and deployment in a networked environment, including Active Directory and MS Office.
- Strong communication skills, both written and verbal, with the ability to explain technical issues to non-technical users.
- Experience in developing training materials or documentation to support user education.
- Valid driving licence and access to a car for work purposes.
- Flexibility to work at different locations and occasionally outside of normal office hours.

The added extras:

- ITIL Foundation or similar ICT qualifications.
- Experience with asset management systems and procurement processes.
- Familiarity with Microsoft Server support and remote desktop troubleshooting.
- Experience working in a service-oriented organisation with performance targets

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.