

Job Description:

Service Centre Analyst



General role information

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| Job Title: | Service Centre Analyst |
| Reporting to: | Service Centre Manager |
| Salary Band: | 12 |
| Notice period: | 1 Month |
| Budget Responsibility? | No |
| Contract type? | 1 Year FTC |
| Direct Reports? | No |
| Client facing role? | Yes |

About MSI Reproductive Choices

Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

The department / team

The MSI UK IT team provides IT support to MSI Reproductive Choices, comprising of 1st line end user triage and support, managing and resolving connectivity and infrastructure incidents, as well as pro-actively ensuring minimal downtime and outages on the entire IT estate.

Despite being a relatively small team, we are agile and can pivot effectively to ensure we are always focused on priorities.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

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The role

Based in the Bristol call centre Office, with some flexibility of working from home and the potential odd need to travel, you will provide friendly and exceptional local customer support.

We are looking for someone who is: -

- Customer sensitive, able to empathise and create customer relationships.
- Innovative individual with the ability to show initiative.
- Dependable and able to manage their own workload and schedule.
- Positive attitude and outlook.
- Can keep calm and work effectively under pressure.
- Provide technical solutions to problems.

Proactively identifying and addressing faults before they impact employees, providing regular status updates to the Service Centre Manager. Someone who is aware of the importance of process and contributing to the development of operational procedures and policies, considering relevant organisational policies and legislation.

We are looking for someone who is a team player, has a positive attitude and loves to learn, develop and grow continuously. You will also collaborate with the Global Information Services team as well as work with in-country IT teams.

Opportunities for Development would include:

- Learn and develop in multiple technologies, including methods such as team cross training, learning on the job and training courses.
- Learning best practise processes and procedures.
- Help shape the future of customer service within the GIS team – you'll help define customer service standards for IT support.

Key responsibilities

Working as part of the MSI UK IT support team and reporting to the Service Centre Manager, you will be responsible for providing that initial triage and support onsite as well as pro-active daily checks.

Your focus areas will include:

- Providing a customer and technical support service for incidents and requests reported via the service centre support portal, telephone or face to face.
- Supporting incidents and requests escalated via the service centre support portal, via the phone or face to face across multiple technology areas.
- Proactively be looking for “problems” to resolve before service is affected.
- Complete proactive reviews on both employee and team IT support documentation. Maintaining,

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updating and increasing the overall knowledge base content.

- Review operational procedures and policies, considering relevant changes to best practice.
- IT Asset management.

Key Skills and Experience

To perform this role, it is **essential** that you have the following skills:

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- Good team worker and internal collaborator
- Strong documentation skills, including case updates/resolutions
- Good problem resolution skills
- Quick Learner
- Understanding of projects

To perform this role, it is **essential** that you have the following experience:

- Windows Server implementation
- Microsoft Azure AD, M365, Exchange Online, SharePoint.
- Active Directory, DNS, TCP/IP
- Network fundamentals
- SSL Certificates understanding
- O365 / InTune
- Windows 10 and MS Office installation and troubleshooting.
- Building laptops/desktops using InTune

To be considered for this role, it is **ideal** that you have the following:

- 3+ years in a customer support capacity.
- Awareness of customer support best practise (ITIL and ITSM).

Formal Education/qualification

- No formal educational requirement, qualification through experience is sufficient for the role.
- ITIL v3/v4 Certification (*ideal but not essential*).

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

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For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals .
- Dynamic, creative individual with the ability to show initiative .
- Team player, providing support and encouragement .
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands .
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure .
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: