

JOB PACK

IT Service Desk Analyst

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Working Hours:	35 hours per week between the hours of 8am and 5pm, Monday to Friday on a shift rota basis as and when required by the business. Working a minimum 80/20 split office/homeworking.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities and much more. Please visit the benefits page on our website for more information.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment.</p> <p>Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

No two days are the same. Supporting more than 1400 colleagues in the North West and Midlands, we are a busy department and enjoy the fast paced demands of delivering a high-quality service.

Jigsaw Homes Group's internal IT department has around 30 like-minded professionals, working from its head office in Ashton-Under-Lyne.

The department is split up into several teams; Business Intelligence, Business Systems, IT Infrastructure and IT Service Management. It is responsible for the entire Group's IT functions and directly contributes to its success.

Role Information:

The role of Service Desk Analyst is an important and challenging role and we are looking for someone who is passionate about technology and customer service.

You will take ownership of incidents that are raised via telephone, email and an internal ticketing system working to resolve issues reported quickly and efficiently. You will be assisting colleagues who use a wide variety of equipment and software to ensure they are able to deliver a service to our customers.

You will be responsible for helping the team deliver excellent customer service which meets and exceeds expectations, supports people's needs and promotes the use of ever changing technology with our employees.

Responsible to: Service Desk Manager

MAIN TASKS OR ACTIVITIES

1. Be the first point of contact for colleagues contacting the Service Desk via phone, e-mail or web.
2. Diagnose and resolve IT issues presented or referring on to other colleagues in the wider department.
3. Provide advice and guidance on how colleagues can improve the use of our IT systems and equipment.
4. Record all ticket activity on the service desk system ensuring that notes and records are kept up to date.
5. Assist with issuing equipment.
6. Visiting other Jigsaw offices to resolve IT issues and /or install equipment.
7. Become a system champion, liaising with product owners to gain an understanding on how systems work.
8. Carry out any other duties as required by line management in keeping with the role.
9. Follow all group policies and procedures, and statutory legislation / guidance, in accordance with the role and to attend mandatory training when requested to ensure compliance with Group policies and procedures.
10. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
11. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Basic understanding of key ICT elements (Microsoft Office Products, Networks, VPNs, Remote support, Windows, Active Directory, Mobile technology & Telephony)
- Ability to work alone as well as in a team
- Skills to deal with end users who may not know how to use IT equipment
- A willingness to learn new things and take on new tasks
- Ability to communicate effectively, both verbally and in writing, and ability to organise your own schedule, prioritise workloads and work under pressure to meet deadlines
- Full, valid UK driving licence

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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