

Job Title: IT Service Improvement Analyst
Reporting to: IT Service Improvement Manager
Direct Reports: 0
Job Band: Band 6
Size of Team: 3

The IT Service Improvement Analyst contributes toward ensuring continual service improvement across IT by performing a supporting role for the IT Governance team. They contribute to service improvement activities across all ITIL processes, they provide critical reporting, update internal and customer facing documentation and perform a technical role in developing the IT Service Management System.

Alongside delivering reporting they take an analytical view to the turn data into information highlighting trends, leading and lagging indicators to the IT Service Improvement Manager to support recommendations for change.

The role works closely with the other members of the IT Governance Team and with the IT Operations Team. They will support the Change and Service Transition Manager and the Head of IT by contributing to the support of key activities such as change and license management.

Key Responsibilities

- Provide regular and ad hoc reporting from key IT service management systems
- Analyse critical sets of data to highlight and spot trends and recommend improvements
- Update internal and customer facing documentation and communications
- Record and document changes to IT service management processes
- Contribute toward IT service improvement activities such as updating the continual service improvement plan and the design of to be processes
- Action configuration changes to the IT service management system as system administrator
- Keep the IT service catalogue up to date actioning changes
- Update documentation and record actions from change advisory boards and service transition meetings
- Record and update changes to license management in shared dashboards
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Willing to travel to offsite meetings with customers and suppliers with occasional overnight stays.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C), minimum of 5 including Maths & English	✓	
ITIL Foundation certificate	✓	
Degree in computing or related subject		✓
Experience		
Experience of writing complex technical reports	✓	
Hands on experience of using a recognised IT service management system	✓	
Worked within an ITIL aware environment to defined process and procedure	✓	
Working with third party suppliers	✓	
Experience in actioning configuration changes to an IT service management system		✓
Acting as a part of a change advisory board		✓
Contribution to Service Transition delivery for major projects		✓
Skills, knowledge and abilities		
Multi-channel communication skills including written comms across media such as email, social networks	✓	
Ability to explain technical concepts to a non-technical audience	✓	
Ability to write complex reports	✓	
Ability to analyse complex sets of data and highlight leading and lagging indicators	✓	
Understanding of data structures	✓	
Understanding of Software lifecycle and management of configuration changes	✓	
Advanced use of MS Excel	✓	
Advanced use of reporting tools such as Power BI	✓	
ITSM software development		✓
Understanding of IT license management		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: SC

Date of preparation: 04/03/2019



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