Revenue Services
Lesotho

JOB PROFILE

1. JOB DESCRIPTION

Job Title:	**Service Desk Analyst**
Work Location:	**RSL Head Office**
Division:	**Operations Support**
Paterson Grade: B4	**Last reviewed: September 2021**

2. JOB PURPOSE

To provide first line support to internal and external users, assign incidents and requests accordingly to enhance service delivery

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above

4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
End-User Support	➢ Log end users' IT requests and incidents ➢ Perform first-line diagnostics to identify appropriate interventions of incidents and problem solving where possible ➢ Assign and escalate Incidents and Requests accordingly to ensure resolution ➢ Provide guidance to users in the use of hardware and applications, its functionality, correct operation and constraints for optimum utilization of resources ➢ Implement service level agreements in order to enhance service deliver ➢ Update the database for the resolution of subsequent faults and incidents for future use and reference ➢ Provide user documentation for ease of reference ➢ Ensure proper filing of user access forms
Monitoring and Control	➢ Implement the Incident Management and other relevant processes within the service management framework to ensure consistency in their application ➢ Monitor incidents and problems throughout their life cycle, and close all resolved incidents and fixed problems respectively ➢ Keep record and report on recurring problems and incidents ➢ Review, identify and analyze problem trends ➢ Maintain inventory of problems under analysis and their current progress and status
Reporting	➢ Provide monthly and quarterly reports on implementation of sectional initiatives for accountability and performance monitoring ➢ Compile a report of all recorded, problems, incidents and requests including basic call trend analysis

5. Work Conditions

- National Travel
- Sitting
- Electronic mail
- Extended hours
- Meetings/Workshops
- Work from home

6. JOB SPECIFICATIONS

1. **Education** *(Minimum education level requirements)*

Qualifications	Diploma in Computer Science/ Information Technology/ Information Systems or related field

2. **Experience** *(minimum necessary experience required)*

One (1) year relevant work experience

3. **Training** *(essential training necessary in addition to the above experience to perform the job)*

➢ Customer care

➢ ITIL Foundation

➢ Agile methods

➢ Information Security Policies

➢ IT Systems and Applications

4. **Generic Competencies**

Team Player: willing to work in corporation with others to achieve a common goal

Agility: dynamic and a possibility-oriented thinking

Service Culture: prioritizing customer service in all business activities, decisions and every day operations

Communication: continuous exchange of knowledge, information and ideas in order to clarify, persuade, influence, engage and build trust

Accountability: taking ownership; holding oneself accountable for delivery; leading in action to resolve issues, open to feedback and critique

Change Agent: proactively identifying and driving change in their area; strong change manager

Conflict Resolution: mediate and resolve issues within the team and other stakeholders

Business Acumen: keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

5. **Professional Certification**

Any relevant and recognized professional certification

6. **Core Competencies**

Behavioral Competencies
- Strong customer service ethics
- Listening skills
- Problem solving
- Critical thinking
- Emotional intelligence
- Empathy
- Agile & Innovative
- Ethical

Functional Competencies (Technical)
- Knowledge of computer hardware and software
- Basic skills in Microsoft office applications
- Data Analytics

7. **Values**
- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy