



JOB DESCRIPTION

Position Title:	Service Delivery Analyst		
Department:	Service Delivery	Date:	February 2018
Location:	DTP HQ, Leeds		
Reporting To:	Service Delivery Manager		

ABOUT DTP GROUP

DTP Group is an IT specialist infrastructure, solutions and services provider with over 30 years' experience supplying and supporting clients within the public and commercial sectors. Based in Leeds, but with coverage across the UK, DTP's revenues are approaching £50m per annum across three trading divisions, and has a growing staff population of nearly 150 employees.

DTP's divisional structure is focused on partnering with HPE and HP respectively, and comprises an Enterprise Division focused on Server, Storage and Networking technologies and services, a Managed Print Services Division, and a Client Device Division, focused on the support of PC, Laptop and Tablets and associated services and solutions, both from a transactional perspective or within a Managed Service.

DTP is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

JOB OVERVIEW

The primary purposes of this role are to prepare and distribute a variety of Service Reports for internal and external customers. Provide Root Cause Analysis of service incidents. To work with the Service Desk, monitoring and reporting on escalations. Liaising with 3rd party service providers. Key stakeholder of the Continual Service Improvement Plan.

KEY TASKS

This gives an indication of the role responsibilities, it is not exhaustive and you may be asked to undertake other work within your role.

- Produce and distribute monthly service statistics and reports for internal and external customers.
- Produce daily, weekly and ad-hoc reports as required.
- Perform Root Cause Analysis on service breaches.
- Monitor and report on service desk escalations.
- Monitoring actions and next action dates from service reviews.
- Use analytical skills to investigate service data as required or on own initiative.
- Maintain the CSI register document.

SKILLS AND ABILITIES

Desired skills and abilities:

- Strong analytical skills and excellent command of English & Maths.
- Advanced skills in Microsoft Excel.
- Good written and verbal communication skills.
- Qualification in, or good understanding of ITIL.
- Experience or willingness to learn new skills relating to the Company's market offerings.
- Experience in analysing data.
- Ability to think of creative solutions to problems/issues.
- Ability to work within multiple collaborative teams.
- Good organisational abilities.
- Excellent time management skills.
- Display exceptional follow-through, personal drive and the desire to make a difference.
- Familiarity with the IT industry and Public Sector organisations is desirable.

VALUES AND BEHAVIOURS

- Commitment to the DTP Group Mission, Vision and Values.
- To consider the customer's visibility and requirements of our services.
- Desire to present services consistently and predictably on all types of request throughout the team and business as a whole.
- Identify incidents and issues which are likely to cause customer incidents and escalations and act pre-emptively.
- Execute tasks in an accurate and efficient manner.
- Communicate with all customers, suppliers and colleagues positively and professionally.

RELATIONSHIPS

- Reports to: Service Delivery Manager.
- Internal Relationships with: Service Desk, Data & MI Team, Technical Services, MPS & PSG sales teams.
- External Relationships: Customers and Third Party Service Providers.