

Job Description:   
Service Desk Administrator

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| Function: | | | | Service and Systems Administration | | | | | | | | |
| Position: | | | | Service Desk Administrator | | | | | | | | |
| Job holder: | | | | ? | | | | | | | | |
| Date (in job since): | | | | ? | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Claire Evans, Business Services Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Exeter | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To provide first line support by effective use of our Global Maximo and associated systems for our schools’ PFI contracts in line with contractual requirements * To provide a friendly and proactive service to our customers to ensure queries are logged with detailed notes which outline the issue. * To be responsible for carrying out the analytical investigation of each query and communicating the consequent solution. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Contract Director  Business Services Manager  Service Desk Administrator |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Dealing with client queries in respect of the contractual operations * Acting as first point of contact for colleagues within the contract who have issues or queries relating to contractual service. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * By working in a courteous, efficient and professional manner, to provide a point of contact for customers for any queries or concerns. * To liaise with wider team members to obtain advice and guidance where necessary to ensure the best resolution, consistent with the contract. * Providing administration tasks that relate to the contact, including assigning contract colleagues and sub-contractors to service requirement tasks, * Analyse and interpret data to prevent any service failures, PMS deductions and unavailability in a timely manner. * Liaise with relevant Contract staff and subcontractors in relation to all aspects of service desk requirements and that required information is returned in a timely manner. * Respond to queries, amend data and re-issue tasks as required. * Work closely with Contract/Facilities Managers to develop and enhance the quality of service and reporting processes. * Ensure that any daily, weekly and monthly audits are provided by the contract teams in a timely fashion * Carry out monitoring of CAFM (Maximo) data to ensure that Helpdesk work orders have been accurately created, assigned, prioritised and categorised in line with contractual KPI's and SLA's * Analyse Helpdesk work orders to ensure that they are progressed in accordance with contractual timescales * Support contract teams in the production of customer satisfaction surveys and the analysis/reporting of responses * Update and maintain key contractual documentation and records as required * Support the Contract/Facilities Managers in day-to-day contract administration * Act as subject matter expert for CAFM (Maximo) system from a service desk user perspective. * Serve as the point of contact for internal partners, company CAFM teams and end users. * Assisting all Maximo users with issues I queries and requests, via email, telephone wherever possible. * Training of new users of the Global Maximo system within the Education segment. |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Ensuring service desk tasks are administered in line with contractual deadlines * Achievement of all contract KPIs relating to the role. * Providing support and liaison to all contract staff in order to support wider business process and contractual performance. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Excellent communication skills * Exemplary attention to detail * Analytical mind, able to interrogate and interpret data * Self-motivated, enthusiastic and professional * An understanding of FM contracts (ideally within a PFI context), key performance indicators and deliverables * Commercial awareness * The proven ability to work under pressure and deal with challenging situations. * Exceptional customer service skills * The ability to communicate technical issues at all levels, including to a non technical audience. * The ability to make decisions, take ownership and use your own initiative to resolve problems * Undertake and support small projects * Provide helpdesk and other office support. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided |  | | * Rigorous management of results |  | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Innovation and Change |  | |  |  | |

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| 9. Management Approval – To be completed by document owner |
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