
JOB DESCRIPTION

Job Title: Trainee Service Desk Analyst

Grade: B

Department: IT

Main purpose of job:

To provide essential first-line technical support to our dedicated staff, ensuring seamless IT operations that empower our mission-driven work. You'll play a crucial role in diagnosing and resolving a variety of technical issues, and delivering exceptional customer service. This position is not just about resolving IT problems; it's about facilitating the impactful work we do in supporting charitable initiatives globally.

Responsible to: IT Service Desk Manager

Budgetary responsibilities: N/A

Responsible for: N/A

Key Job Responsibilities:

- Provide primary coverage of our telephony queue, ensuring timely and effective responses to all colleague inquiries and support requests while maintaining high customer service standards.
- Diagnose and resolve technical issues at the first point of contact or escalate to 2nd or 3rd line support.
- Log, prioritise, and track incidents and service requests using CAF's chosen ITSM system.
- Manage starters, leavers and transfers user accounts and hardware, ensuring efficient onboarding, transitions, and offboarding while adhering to best practices and organisational standards.
- Provide rotational cover for business users from a mix of our Kings Hill office, London office, and working from home, ensuring service levels are met or exceeded and contribute to team KPIs.
- Manage and maintain the IT asset register using the ITSM tooling, conducting regular checks and ensuring sufficient licences for all administered applications to maintain compliance.
- Foster strong working relationships with internal customers and external suppliers, and assist with the transition of projects and services into production when required.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: May 2025

PERSON SPECIFICATION

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Date: May 2025

Attributes	Essential ✓	Desirable ✓	How Evidenced [†]
Experience Experience working in a service desk or IT support role Experience with troubleshooting hardware and software issues Demonstrated experience in providing high-quality customer service		✓ ✓ ✓	
Qualifications A degree in Computer Science, Information Technology, or a related field or its equivalent		✓	
Specialist Skills/ Ability/Knowledge Knowledge of Microsoft Office Suite and other common business applications. Strong problem-solving skills and the ability to remain calm under pressure Ability to work effectively in a team environment and collaborate with colleagues to resolve issues Demonstrated professionalism and discretion in handling sensitive information and customer data	✓ ✓ ✓	✓	
Communication Excellent communication skills, both written and verbal Ability to effectively communicate technical information to non-technical users.	✓ ✓		
Personal Qualities Willingness to learn new technologies and adapt to changing work environments	✓		
Prior to Appointment All posts: • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK FCA Approved Posts: • Standard DBS Check	✓ ✓ ✓ ✓ ✓ ✓ ✓		R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment