

When About the role

Role

IT Service Centre Analyst

Location and hours

Edinburgh, 35 hours (4 days in the office)

Band

Specialist

Salary

From £30,000 to £34,000, plus benefits

What you'll be doing

You will be representing the IT Service Centre to provide 1st line phone support and 2nd line hardware support, as well as fulfilling service requests that are logged with the IT Service Centre. This is a phone-based role, alongside hardware fault diagnostics for laptops, desktops, mobile phones and other company IT hardware.

Key Accountabilities

- To respond in a professional, friendly, supportive, helpful and timely manner to all internal customers who contact the IT Service Centre via telephone or in person.
- Take ownership of issues raised and manage customer expectations by providing regular contact and progress updates.
- Act as a liaison with other internal Technology departments and drive through a resolution on behalf of the customer to deliver in accordance with agreed timelines.
- Actively and professionally represent the IT Service Centre throughout the organization.
- Use sound judgment and make decisions that will maximize customer satisfaction.
- Strive to continually improve personal performance in order to achieve team and departmental SLAs and KPIs.
- Take responsibility for continuous self-development and own learning.
- Contribute ideas and suggestions for the proactive improvement and effectiveness of the IT Service Centre delivery.
- Manage issues with minimum supervision.

About you

- Shares the vision of being friendly, flexible and facilitating when working with customers and colleagues to reach a resolution
- Can use effective questioning to gain understanding and to establish needs and facts
- Can ensure all communication is conducted in a friendly and professional manner
- Demonstrates an enthusiastic “can do” and professional attitude
- Works well in a team and on their own
- Able to balance the needs of the customer with the needs of the Business
- Takes ownership and consistently strives for improvement
- Demonstrates a track record of owning & managing initiatives / projects to completion
- Able to pro-actively investigate cases, taking ownership and maintaining focus to successful resolution

Motability Operations

Minimum criteria

- Experience working in a Customer Service or Service Centre environment.
- Strong customer service skills
- Strong problem solving skills
- Strong development and learning skills

Experience of the following systems/technologies:

- Supporting Microsoft Windows 10/11 in an enterprise environment
- Administrating Microsoft Active Directory
- Administrating Intune endpoint management
- Administrating Microsoft Exchange
- Supporting Microsoft 365 Applications
- Supporting remote connectivity/VPN
- Supporting LAN/WAN technologies
- Supporting Laptops/Desktops and Printers/Multi-Function Devices
- Supporting iOS Apple devices

We're Motability Operations

About us

We're the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers' mobility in a fast-changing world. We're the UK's largest car leasing company and we help over 815,000 people get on the road.

We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs.

What we do

We lease a wide range of tailored mobility solutions to people who receive one of the Government's qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.

At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.

The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10.

How we work

We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](#) to find out more.

Motability Operations

We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.

Our beliefs and values

We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.

We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.

Our values are at the heart of everything we do:

- We believe no one should be left behind → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you



Pay: competitive salary, with a yearly discretionary bonus, based on your performance



Holiday: 28 days, and you can buy and sell days



Pension: 15% non-contributory pension (9% during probation)



Health and wellbeing: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you a peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme



Development: A library of internal training on our myLearn platform



Family friendly: We have competitive family leave policies



Diversity and inclusion: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access



Helping our community: One volunteering day each year, and access to volunteering platform Neighbourly



Schemes: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers



Other, voluntary benefits: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office