WITHYOUWITHME

Service Desk Analyst (SDA)

The Service Desk Team

- Service Desk Analyst
- Service Desk Analyst (SME)
- Team Lead
- Manager

The Service Desk Analyst

- First point of contact
- Responds via phone, email or chat
- Day-to-day activities include: Troubleshooting user issues, responding to questions, escalating incidents, performing basic system administration tasks such as password resets, account lockouts, and user creation.

The Service Desk Analyst (SME)

- Same day to day activities as Service Desk Agent
- Typically 12+ months experience
- Subject Matter Expert for one or more tool or technology

The Service Desk Team Leader

- Performs some day-to-day tasks
- Typically 18+ months experience
- Responsible for managing team workload
- Engaged with other support leads
- Performs some reporting tasks

The Service Desk Manager

- Doesn't perform day-to-day service desk tasks
- Responsible for company customer satisfaction
- Responsible for hiring and firing.
- Typically reports to Senior IT Management functions,
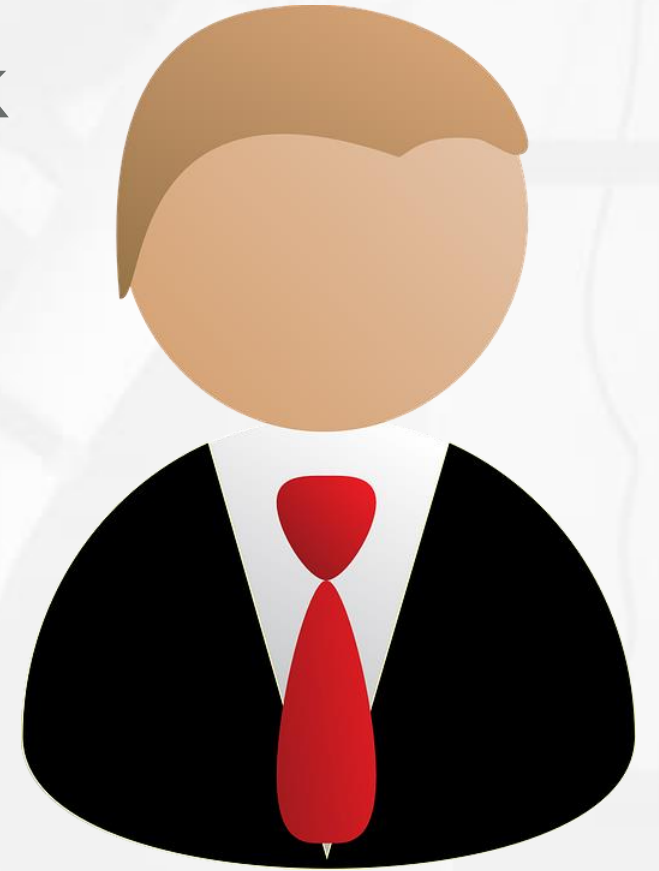
The Service Desk Role Types

- Service Desk Analyst
- Service Desk Analyst (SME)
- Team Lead
- Manager