

Job Title **Senior Support Analyst (Unified Communication)**
Salary **£30,150 – 36,170, Fixed Term 12 months with a possibility of extension or permanency**

The Parliamentary Digital Service (PDS) works with the [House of Commons](#), the [House of Lords](#), and Parliament staff on their IT and digital needs.

We think it's important that everyone can access and understand what's going on in Parliament. Our goal is to bring together the public, Parliament Members, and Parliamentary staff to inform, engage, support, and communicate through one, unified digital core – PDS.

THE ROLE

Senior Support Analysts provide a key role within the Live Services directorate. They provide high quality customer advice and support via telephone, email and face-to-face, plus coaching and floor-walking. Combining strong coaching and advisory skills with excellent business and technical skills, Project Senior Analysts take responsibility and lead by example in delivering Digital Service customer advice and support service. They work proactively to continually improve the quality, effectiveness and efficiency of the service they provide and services they support, and they retain specialist knowledge of particular business and technical areas.

YOUR SKILLS AND EXPERIENCES

We are currently looking for candidates who have:

- Proven ability to engage proactively with ICT users to deliver excellent advice, support and solutions through a variety of methods, including coaching, and the ability to manage expectations
- Excellent telephone manner and ability to handle difficult customers and escalations
- Interest in business activities across Parliament and how Members, their staff and the administration of both Houses use digital services
- Specialist knowledge of one or more business areas and specialist knowledge of one or more key technologies
- Good knowledge of ICT services and the technologies used to connect people within a business network (Particularly Office 365, Skype for Business and telephony)
- Good knowledge of the roles and responsibilities of technical support service providers
- Good knowledge of current and emerging end user devices, with the ability to learn new technologies quickly
- A good understanding of ITIL v3 and Agile working practices would be highly beneficial

Please see the Job Description for more information.

BENEFITS

In addition to a good salary package, we offer an attractive range of benefits including 28 days' annual leave, interest free season ticket loan and bicycle loan, childcare voucher scheme, access to training and development, in house gym and a contributory pension scheme.

EQUALITY

We are committed to being an inclusive employer. We encourage flexible ways of working and staff have access to Workplace Equality Networks.

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability.

Please let us know if you require any recruitment documentation in other formats or if you require reasonable adjustments to be made during the recruitment process.

HOW TO APPLY

PLEASE ENSURE THAT YOU SUBMIT A CV AND A SUPPORTING STATEMENT. Your supporting statement should demonstrate broadly how you meet the criteria in the job description for the relevant job that you wish to apply for and must specifically address the areas listed above. Your CV will not be considered if a supporting statement is not attached. If you have further questions, please contact parliamentarydigitalservice@tmpw.co.uk

We're an open, transparent and collaborative team at the heart of Westminster. If you'd like to join us in developing a modern digital democracy, find out more [here](#).