Skills Sheet - your roadmap to employing a:
Service Desk Analyst

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Role overview: A Service Desk Analyst serves as the first point of contact for IT-related queries, providing technical support to users and ensuring smooth system operations. They diagnose, troubleshoot and resolve software and hardware issues, guiding users through step-by-step solutions.

DISCOVER

Step 1: Discover
- Sourcing
- Testing and matching
- Culture fit interview
- Candidate approval

Watch this video for a demo of shortlisting and interviewing candidates on the *Potential* platform

TRAIN

Step 2: Train (avg 28 hrs)
- IT Fundamentals
- Service Desk Analyst
- (Additional) Azure Fundamentals AZ-900

CAPSTONE PROJECT

Step 3: Demonstrate

Capstone 1: Accurately able to prioritise requests based on business requirements and other metrics
Capstone 2:
Perform triage and resolution of issues in conjunction with the client
Read more about capstones

This Capstone is an example only, and can be tailored to your organisations needs.

DEPLOY

Step 4: Deploy
- Internal hiring
- Onboarding

GROW

Step 5: Grow
- Post deployment
- Capstone: SFIA 4
- Capstone: SFIA 5

Ready to take the next step? Get in touch at: **potential@withyouwithme.com**

Service Desk Analyst

WITHYOUWITHME

Below is the recommended training for candidates to be job-ready as a Service Desk Analyst. This suite of courses can be completed in as little as 28 hours.

Explore the full Service Delivery pathway
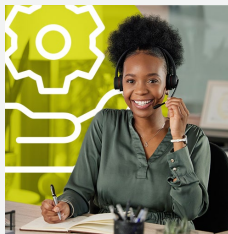

Duration: 3.5 hrs

IT Fundamentals

This course provides a great overview of the basics of IT, from hardware to security.

- Computers
- Hardware
- Working safely
- Operating systems
- Software applications
- Office suites
- Virtual machines
- Networks
- The Internet
- Cloud computing
- Internet of Things
- Security in IT

Duration: 10 hrs

Service Desk Analyst

The updated Service Desk Analyst course is the perfect entry point for those new to IT and interested in pursuing a career in IT service delivery.

- Troubleshooting practices and methodologies
- Human skills
- IT service management
- Ticket management

Additional

Duration: 15 hrs

Azure Fundamentals AZ-900

This course will give students an in-depth view of Microsoft Azure and covers all the detail needed to be ready for the Microsoft AZ-900 Azure Fundamentals accreditation.

- Introduction to Azure
- Core cloud services
- Cloud solutions
- Security in the cloud
- Identity, governance, privacy and compliance in Azure
- Cost management and service level agreements

Service Desk Analyst
Capstone: SFIA level 3

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CAPSTONE PROJECT

Capstones are a practical exercise that enables individuals to demonstrate technical proficiency in one final project. The presentation proves that they have the competencies required for this role.

The final Capstone is presented to the employer or hiring manager and other relevant team members who may ask technical questions relevant to the individual's new skillset.

Service Desk Analyst
Capstone outline

Capstone 1:
Accurately able to prioritise requests based on business requirements and other metrics

Capstone 2:
Perform triage and resolution of issues in conjunction with the client

SFIA skills tested

Customer service support
CSMG | Level 3

Managing and operating customer service or service desk functions.

- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

Quality assurance
QUAS | Level 3

Assuring, through ongoing and periodic assessments and reviews, that the organisation's quality objectives are being met.

- Contributes to the collection of evidence and the conduct of formal audits or reviews of activities.
- Examines records for evidence that appropriate testing and other quality control activities have taken place.
- Determines compliance with organisational directives, standards and procedures and identifies non-compliances, non-conformances and abnormal occurrences.

Incident management
USUP | Level 3

Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.

- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Advises relevant persons of actions taken.