

ITIL – Service Desk roles and responsibilities

The key to an effective Service Desk is ensuring that there is clear accountability and that roles are defined so as to carry out the practice of Service Operation. A role is often tied to a job description or work group description, but does not necessarily need to be filled by one individual. The size of an organisation, how it is structured, the existence of external partners and other factors will influence how roles are assigned. Whether a particular role is filled by a single individual or shared between two or more, the importance is the consistency of accountability and execution, along with the interaction with other roles in the organisation.

The following roles are needed for the Service Desk.

Service Desk Manager

In large organisations where the Service Desk is of a significant size, a Service Desk Manager role may be justified, with the Service Desk Supervisor(s) reporting to him or her. In such cases, this role may take responsibility for some of the activities listed above, and may additionally perform the following activities:

- Manage the overall desk activities, including the supervisors
- Act as a further escalation point for the supervisor(s)
- Take on a wider customer service role
- Report to senior managers on any issue that could significantly impact the business
- Attend Change Advisory Board meetings
- Take overall responsibility for incident management and request fulfillment on the Service Desk. This could also be expanded to any other activity taken on by the Service Desk – e.g. monitoring certain classes of event.

Note: in all cases, clearly defined job descriptions should be drafted and agreed so that specific responsibilities are known.

Service Desk Supervisor/Senior Service Desk Analyst

In small desks it is possible that the Senior Service Desk Analyst will also act as the Supervisor – but in larger desks it is likely that a dedicated Service Desk Supervisor/Senior Service Desk Analyst role will be needed. Where shift hours dictate, there may be two or more post holders who fulfill the role, usually on an overlapping basis. The Supervisor/Senior Analyst role is likely to include:

- Ensuring that staffing and skill levels are maintained throughout operational hours by managing shift staffing schedules, etc.
- Undertaking HR activities as needed
- Acting as an escalation point where difficult or controversial calls are received
- Producing statistics and management reports
- Representing the Service Desk at meetings
- Arranging staff training and awareness sessions
- Liaising with senior management
- Liaising with change management
- Performing briefings to Service Desk staff on changes or deployments that may affect volumes at the Service Desk
- Assisting Analysts in providing first line support when workloads are high, or where additional experience is required.

Service Desk Analysts

The primary Service Desk Analyst role is that of providing first level support through taking calls and handling the resulting incidents or Service Requests, using the incident management and request fulfillment processes, in line with Service Desk objectives.