



Help Desk Analyst

About the Team and the Role

Digital, Data & Technology (DDaT) enables Mencap to deliver safe, reliable and effective services for people with a learning disability. Colleagues across the organisation rely on digital systems and devices to communicate, access information and support the delivery of services.

The Help Desk Squad provides frontline technology support to colleagues across Mencap. The team responds to incidents and service requests and helps ensure that colleagues receive timely support when digital issues occur.

The Help Desk Analyst plays an important role within the Help Desk by providing first-line technical support to colleagues across the organisation.

The role focuses on resolving common technology issues and fulfilling service requests in line with defined support processes. Help Desk Analysts respond to incidents reported by colleagues and work to resolve these issues quickly and professionally.

Where issues cannot be resolved within the Help Desk, the role ensures they are escalated appropriately to Senior Help Desk Analysts or other technical teams within Digital, Data & Technology.

The role requires strong customer service skills, attention to detail and the ability to communicate clearly with colleagues who may have different levels of technical knowledge.

Help Desk Analysts play an important role in ensuring that colleagues can continue their work with minimal disruption when technology issues occur.

The role works closely with other members of the Help Desk team including the Help Desk Service Coordinator, Senior Help Desk Analysts and the Incident Manager to ensure incidents and service requests are managed effectively.

By providing reliable and professional support, Help Desk Analysts help ensure that digital technology continues to support the organisation's services and operations.

This is a hybrid role requiring a minimum of two days per week onsite at either the London or Peterborough office. The role may also require ad-hoc travel to other Mencap locations to provide in-person IT support where necessary.

What you will bring to the role (Essentials)

Experience working in a customer support or service desk environment.

Ability to diagnose and resolve common technical issues affecting digital systems and devices.

Experience providing support to colleagues or customers using technology systems.

Strong communication skills with the ability to explain technical issues clearly to non-technical users.

Ability to follow defined processes and support procedures.

Experience using service management or ticketing systems to manage incidents and service requests.

Mandatory contribution to the knowledge base, ensuring repeatable issues are documented and available for reuse.

Identify recurring issues and provide insight to support long-term resolution by engineering or delivery teams

Work collaboratively with squad-aligned teams to support end-to-end resolution of issues where required

Take ownership of incidents through to resolution, ensuring a high-quality outcome for colleagues

Strong organisational skills and the ability to manage multiple requests for support.

Attention to detail and the ability to maintain accurate records of incidents and service requests.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

Ability to remain calm and professional when supporting colleagues experiencing technical issues.

A strong commitment to providing helpful and responsive support.

A commitment to Mencap's values and a desire to support the organisation's mission to improve the lives of people with a learning disability.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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