

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Service Desk Analyst
Service:	Business Transformation
Team:	IT
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Service Desk Technical Officer
Responsible for:	
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • Provide technical support to all Waverley IT users, including those based at the main council offices in Godalming, remote sites and also Councillors around the Borough using remote support tools or in person. 	

MAIN DUTIES AND ACCOUNTABILITIES

- Log, monitor and resolve Incidents / Service Requests within set SLAs; these tickets may be raised by phone, email or web portal.
 - Ensure information is accurately captured and recorded for current or future analysis to aid resolution of Incidents / Service Requests.
 - Troubleshoot faults to diagnose the cause and provide a solution, ensuring any tickets that cannot be resolved by the IT Service Desk are allocated to an appropriate team in a timely manner with suitable levels of information.
 - Configure, install and provide support for a wide range of desktop hardware and software.
 - Configure, install and support desktop / mobile telephony; including Microsoft Intune and Zoom.
 - Administer the Anti Virus and Data Loss Prevention suite; such as maintaining and configuring new devices for connection.
 - Perform Citrix and Active Directory user administration tasks; including account creation / changes, application publication and file security permissions.
 - Ensure Configuration Items such as hardware / software are maintained within the Configuration Management Database (CMDB).
 - Maintain a working Knowledge Base for both IT staff and the end user FAQs for self resolution where possible.
 - Monitor various automated jobs and ensure appropriate action is taken in the event of a failure.
 - Monitor server operation and report current or potential issues as appropriate.
 - Perform regular maintenance on servers as appropriate. Including assisting during routine server patching out of hours / weekends.
 - Provide basic user training on hardware / software where appropriate.
 - Provide ad-hoc assistance to the Service Desk Manager and other managers within the team if the need arises.
- Business Continuity**
- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- Working within the Service Desk team of 4 providing support for 400+ members of staff and 57 Councillors. Including supporting Waverley Training Services which is an education facility for young adults.
- Covering the operating hours of 08:45 - 17:15 Monday to Thursday and 08:45 - 16:45 on a Friday.
- The Service Desk team deals with, on average, over 1000 combined incidents and requests per month achieving over 95% resolution within defined SLA.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Prioritising your workload and assigning tickets to others as appropriate.
- Troubleshooting tickets to identify a cause and carry out any necessary research in order to provide a fix within agreed SLAs.
- You must be able to follow set policies / procedures within the role and identify any need for change.

PLANNING/ORGANISING/CONTROLLING

- Raise awareness of regular / repeat Incidents and raise a Problem profile for further investigation where required.

CUSTOMERS AND CONTACTS

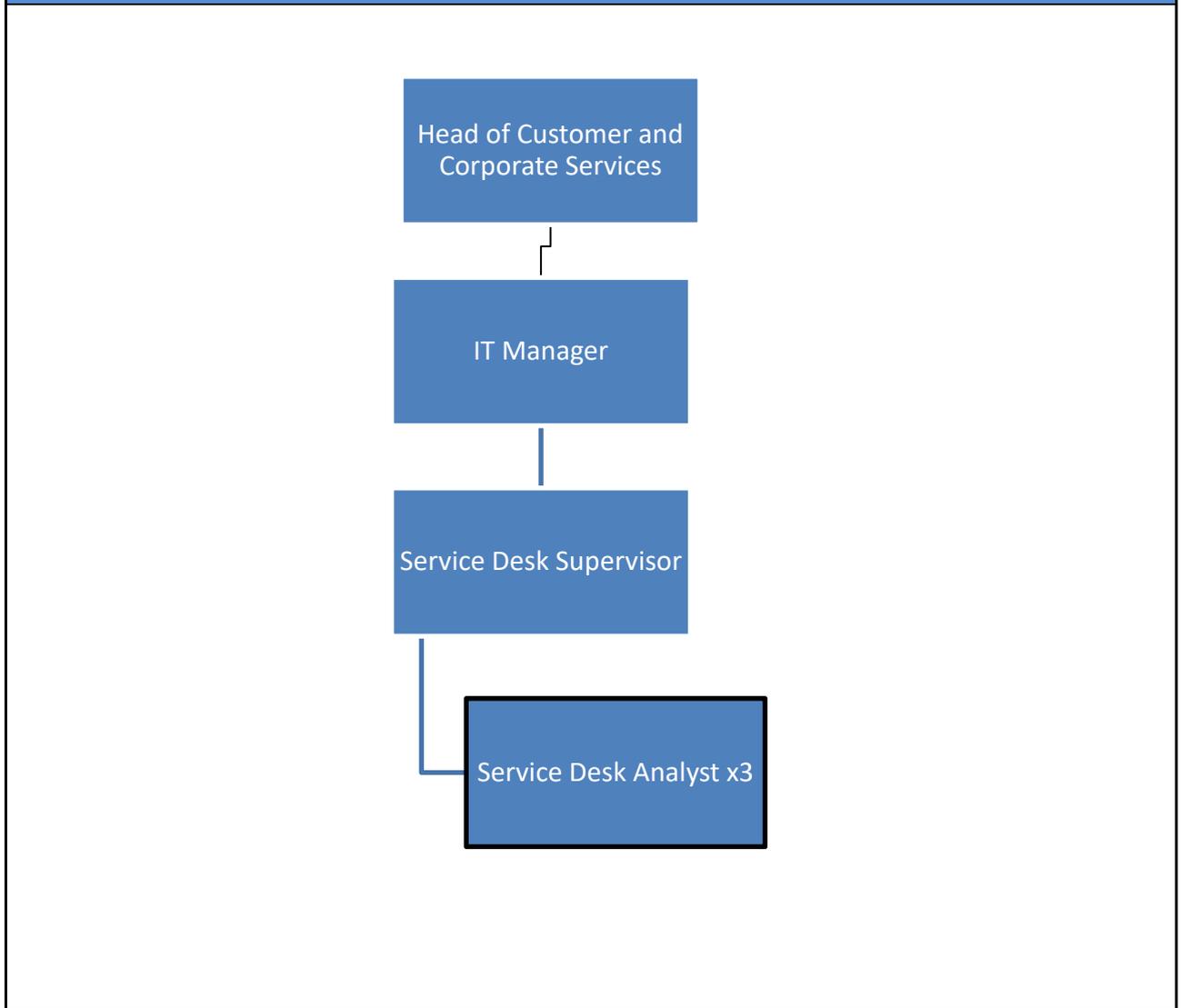
Internal

- Staff users of the IT systems
- Councillors

External

- Suppliers
- Vendors
- Third Party Support

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Good standard of general education	A	Educated to A Level standard or equivalent	A / C
			ITIL Foundation	A / C
			SDI – Service Desk Analyst or similar IT qualification	A / C
	Experience in supporting Microsoft	I	Knowledge of ITIL Framework and ITSM Tools	A

KNOWLEDGE /TECHNICAL SKILLS	Office Suites and Operating Systems			
	Experience of support in an IT environment	A / I	Knowledge of Citrix and Thin Client technologies	A
			Experience with Microsoft Active Directory / Azure / Exchange administration or similar	I
			Knowledge of Safeguarding	I
COMMUNICATION	Excellent and clear verbal plus written communication	A / I	Experience of communicating at different levels of an organisation	A
	Considers the needs of your audience when deciding how best to communicate.	I		
CUSTOMER SERVICE	Experience working within a Customer Services environment.	A / I		
	Able to remain calm under pressure	I		
	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		
TEAM WORKING	Proven ability to work as part of a team and on own initiative	I		
MANAGING SELF AND OTHERS	Ability to prioritise work based on defined Service Level Agreements (SLAs)	I		
CAN DO APPROACH / ACHIEVING RESULTS	Demonstrate ability to research and apply solutions to problems.	I		

SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item	I	Full and valid UK Driving License	I
	Able to unpack and setup IT equipment	I	Able to work flexible hours when required	I
			Working at height using a ladder to access network switches	I

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

Basic Disclosure Clearance- Government Requirement for Accessing Council and Government Data

To comply with the Public Sector Networks (PSN) “Code of Connection”, Waverley Borough Council, like other public organisations, need to undertake basic disclosure checks for unspent convictions only, in respect of those staff who will access our IT systems. As a result, a Police Act Disclosure form, together with Guidance Notes, will be sent to you if you are successful in the appointment of this post.

For Official Use only			
Job title:	Service Desk Analyst	Post no:	
Service:	Business Transformation	JE score:	189
Team:	IT	Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	