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| **Service Desk Analyst** |  |

**Job Description**

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| **1. POST DETAILS** | |
| Service Area: | Resources |
| Division: | Digital |
| Post Number: | B2352 |
| Working Hours: | 37 |
| Grade: | 8 |
| Work Base:  Agile/fixed/mobile: | Agile |
| Prepared/Agreed by: | Corporate Head of Customer, Digital and Collection Services |
| Date: | June 2023 |
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| **2. ORGANISATIONAL RELATIONSHIPS** | |
| Reports to: | Head of Digital Security, Infrastructure & Operations |
| Deputising Responsibility: | N/A |
| Directly Supervises: | N/A |
| Indirectly Supervises: | Trainee Service Desk Analyst (if applicable) |

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| **3. JOB AIM AND PURPOSE (What is the job trying to do?)** |
| To deliver first, second, and third-line technical support efficiently and effectively for all hardware, software, and services related to computers, telephony, and networking systems used or owned by the Council, ensuring optimal utilisation of the computing facilities installed. |

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| **4. MAIN OBJECTIVES** |
| 1. To ensure compliance with the Council’s Customer Care Code 2. To ensure fairness and equality of treatment to customers and staff and adherence to the Council’s equal opportunities policies as they relate to services and employment. 3. To ensure effective prioritisation of tasks and management of time 4. To make the best use of Digital resources in processing and management of information and delivery of services 5. To understand what good Customer Service is and how to provide it 6. Represent the Digital Services team and Council in a professional and positive manner with both internal and external stakeholders 7. Undertake training as and when required 8. Comply at all times with the relevant security, privacy and data protection standards. 9. Any other duties which may be allocated from time to time which are commensurate with the post holder’s qualifications and experience |

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| **5. MAIN DUTIES AND RESPONSIBILITIES OF THE POST** |
| 1. Provide an effective interface between customers and service providers, including documenting problems, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis. 2. Responsible for technical enquiries and resolve any issues via telephone, email or ticket system in a timely manner and provide technically accurate solutions to customers. 3. Participate in establishing and documenting procedures for use on the Service Desk to deal with problems reported by users, requests for changes to systems and the procurement of new systems. 4. Working with the other Service Desk staff ensure that the Service Desk is operational throughout the working day (8.00 till 5.30). 5. Monitor the work of hardware and software engineers and provide support where necessary, ensure that appropriate levels of support are maintained for existing equipment and applications. 6. Perform 1st, 2nd and 3rd level fault fixing as appropriate. 7. Installation of hardware and software as appropriate 8. Assist in providing “hands on” instruction in the use of computer equipment and software as and when required. 9. Provide floor-walking, coaching and advice to help users make more effective use of their computer equipment and services. 10. Configure hardware and software components to optimize their effectiveness and ensure efficient utilisation of systems as required. 11. Attend departmental IT groups and internal user groups as and when required to liaise with these groups and to provide technical support. 12. Actively engage in weekly departmental meetings focused on ticket review and root cause analysis. 13. Always comply with the relevant security, privacy and data protection standards. 14. Help to ensure that corporate procedures and levels of documentation are maintained as these relate to security measures and backup procedures. 15. Coordinate and facilitate onboarding and offboarding meetings to support the successful transition of new users into the organization. 16. Support and mentor the Service Desk Trainee and Service Desk Analyst in their day-to-day activities, assisting in training and coaching. 17. Be first point of escalation for more technical issues raised via Service Desk tickets or the Service Desk Analyst or Service Desk Trainee. 18. Keep the Head of Digital Security, Infrastructure and operations fully informed of any matter arising from the above activities that might require appropriate action. 19. Ensure the documented Change Control process is always followed. 20. To develop, maintain and present training seminars for Office 365 apps and standard Runnymede software to internal staff. 21. Utilize Microsoft PowerShell for automation, enhancing task efficiency, and supporting general administration purposes. 22. Perform weekly tape changes in accordance with the standard operating procedures for backup management. 23. Document and edit technical procedures on the organisation's technical WIKI platform. |

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| *General*  *The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.* |

*The delivery of this job description should be read in conjunction with the council’s competency framework.*

**Person Specification**

Please indicate whether the criteria are assessed against the application form, interview or assessment by using the letter indicated in the columns to the right.

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|  | Method of Assessment | | |
|  | Essential (E) or Desirable (D) | Application Form (AF) | Interview (I)/ Assessment (A) |
| **Knowledge and Experience** |  |  |  |
| Experience of working in an IT Service Desk function in an organisation of comparable size and complexity | E | AF |  |
| Experience of performing a customer-facing role responsible for delivering high quality and time-critical services | E | AF |  |
| Good IT skills including Outlook, Word and Excel (spreadsheets) and a variety of business applications | E | AF |  |
| Knowledge of domain structures, DNS & DHCP and Microsoft technologies | E | AF |  |
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| **Skills** |  |  |  |
| Ability to work as part of a team | E |  | I |
| Ability to effectively communicate | E |  | I |
| Understand excellent customer service. | E |  | I |
| To learn to trouble-shoot problems | E |  | I |
| Ability to learn new technologies quickly | E |  | I |
| To understand the importance of deadlines | E |  | I |
| Service Desk support within Local Government | E |  | I |
| Understanding of and experience of using ITIL processes for Incident and Problem management | E |  | I |
| **Training and Qualifications** |  |  |  |
| Literate and numerate to at least GCSE level, including Maths and English | E |  | I |
| Networking Skills (E.g., CCNA) | E |  | I |
| Windows Server Qualifications | E |  | I |
| Degree or equivalent | D | AF |  |
| ICT industry specific qualification e.g., MS Certified Desktop Support Technician | D | AF |  |
| ITIL v4 | D | AF |  |
| Office 365 administration experience | D | AF |  |
| **Personal Qualities** |  |  |  |
| Highly motivated / self-starter | E |  | I |
| Team player | E |  | I |
| Flexible and responsive | E |  | I |
| Interpersonal skills | E |  | I |
| Prioritisation skills | E |  | I |
| Organisation skills | E |  | I |
| Communication skills – verbal and written. | E |  | I |
| Customer Service skills | E |  | I |
| Ability to clearly translate technical issues and solutions in plain language to non-technical users | E | **AF** |  |
| **Career Objectives** |  |  |  |
| Willingness to undertake relevant training | E |  | **I** |
| **Special Requirements** |  |  |  |
| Ability to work flexibly and occasional out of hours | E |  | **I** |