

WOKING BOROUGH COUNCIL JOB PROFILE



Job Description

Job Title: Service Desk Analyst

Pay Grade: W3–W4

Directorate: Corporate Resources

Team: Transformation and Digital Services

Reporting to: Infrastructure & Service Desk Manager

Budgetary Responsibilities: N/A

Job Purpose:

To provide first line support for all calls / requests for service relating to the digital, data, and technology environment, including network infrastructure, server infrastructure, data communications, and telecommunications systems.

To provide operational support for the digital, data, and technology hardware, systems, and network.

Responsible for the production of large print requirements.

To follow the appropriate procedures for digital, data, and technology asset management including software licensing.

Main Tasks:

Strategy & Planning

1. Ensure that the Infrastructure & Service Desk Manager is fully informed of any digital, data, and technology support, maintenance and project implementation issues that arise in a timely manner.

Acquisition & Deployment

2. Negotiate with vendors, outsourcers, and contractors to secure infrastructure-specific products and services.
3. Assist with the planning and carry out the deployment of infrastructure security measures.

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4. Assist with the set up and deployment of PCs, laptops, tablets, mobile devices, thin client devices, scanner, and printers.

Operational Responsibility

5. Provide the first point of contact and first line support from within the service desk and asset management system, delivering excellent customer service whilst answering telephony, email, and face to face user enquiries.
6. Log, manage, update, and resolve user incidents and requests within agreed SLAs, ensuring appropriate categorisation and priority level, exceeding standard quality control and productivity targets. Document incidents and requests accurately, recording all relevant information, ensuring all 1st line diagnostic steps are followed.
7. Maintain and develop the service desk and asset management system.
8. Provide first tier support for all infrastructure systems including network infrastructure, server infrastructure, data communications, telecommunications systems, and associated software.
9. Ensure that the service desk and asset management system is kept up to date and that associated KPIs are adhered to.
10. Management of large volume / specialist printing.
11. Asset management, including maintenance of component inventory and related documentation.
12. Provision of operational support for the digital, data, and technology environment in relation to server backups, power downs, and reloads.
13. Provision of operational support in relation to Business Areas for file downloads in accordance with the Council's security policies.
14. Ensure that the latest Council standards and best practice is followed in all aspects of work undertaken to mitigate against cyber security and data breach incidents.
15. Proactively support the organisation's commitment to channel shift and self-serve, identifying more efficient processes to reduce unnecessary demand on the service
16. Support the rest of the team in problem resolution, using creative problem-solving, collaborative behaviour and a pragmatic approach.

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People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities:

- To provide the service in accordance with the Council's Vision & Values statements.
- To collaborate effectively with colleagues in delivering a high quality service through excellent team working and good communication.
- To provide excellent customer service.
- Adoption and development of new ways of working.
- To manage projects in accordance with the Council's project management standards.
- To ensure that all digital, data, and technology upgrades / implementations adhere to the WBC Change Control Procedures.
- To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

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Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	• GCSE Standard (English and Maths) or equivalent	E	A
	• Relevant IT experience	D	A
	• Excellent oral and written communication, including the ability to understand and communicate complex technical issues efficiently to non-technical staff	E	A
Experience	• Sound knowledge of the M365 suite of applications and tools	E	A/I
	• Experience of M365 administration	E	A/I
	• Highly skilled in the use of tools or systems for access security control, e.g., Active Directory, and fully proficient in all service desk key areas	E	A/I
	• Understanding of and ability to apply the most appropriate modern standards and practices	E	A/I
	• Experience in a high-pressure live support service	D	A/I
	• Troubleshooting skills for the network & telephony infrastructure	E	A/I
	• Ability to administer and support end user technologies, solutions, and services	E	A/I
	• Ability to work on own initiative, and to develop and deliver own work plan with minimal supervision	E	A/I
	• Knowledge of digital, data, and technology hardware including servers and storage	E	A/I
Special Requirements	• Willingness and ability to work flexible hours to meet service requirements	E	I
	• Some evening and weekend may be required	E	I
	• On-call duties may reasonably be requested for this role	E	I

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Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

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LINKED GRADE DESCRIPTORS					Behaviours from Role Map						
Job Title	Team + grade	Duties/ responsibilities with reference to behaviours	Probable Qualifications	Indicative Experience	Soft	Leadership	Decision Making	Communication	Teamwork	Customer	Professionalism
Service Desk Analyst	W3	<p>To provide first line support for all calls / requests for service relating to the digital, data, and technology environment, including network infrastructure, server infrastructure, data communications, and telecommunications systems.</p> <p>To provide operational support for the digital, data, and technology hardware, systems, and network.</p> <p>Responsible for the production of large print requirements.</p> <p>To follow the appropriate procedures for digital, data, and technology asset management including software licensing.</p> <p>Acquisition & Deployment</p> <ul style="list-style-type: none"> Assist with the planning and carry out the deployment of infrastructure security measures. Assist with the set up and deployment of PCs, laptops, tablets, mobile devices, thin client devices, scanner, and printers. <p>Operational Responsibility</p> <ul style="list-style-type: none"> Provide the first point of contact and first line support from within the service desk and asset management system, delivering excellent 	<p>GCSE Standard (English and Maths) or equivalent essential</p> <p>Relevant IT experience desirable</p>	<p>Knowledge of the M365 suite of applications and tools</p> <p>Understanding of and ability to apply the most appropriate modern standards and practices</p> <p>Troubleshooting skills for the network & telephony infrastructure</p> <p>Ability to administer and support end user technologies, solutions, and services</p> <p>Some knowledge of digital, data, and technology hardware including servers and storage</p>	1	1	2	1	1	2	1

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		<ul style="list-style-type: none">Ensure that the latest Council standards and best practice is followed in all aspects of work undertaken to mitigate against cyber security and data breach incidents.Support the rest of the team in problem resolution, using creative problem-solving, collaborative behaviour and a pragmatic approach.									
Service Desk Analyst	W4	<p>To provide first line support for all calls / requests for service relating to the digital, data, and technology environment, including network infrastructure, server infrastructure, data communications, and telecommunications systems.</p> <p>To provide operational support for the digital, data, and technology hardware, systems, and network.</p> <p>Responsible for the production of large print requirements.</p> <p>To follow the appropriate procedures for digital, data, and technology asset management including software licensing.</p> <p>Strategy & Planning</p> <ul style="list-style-type: none">Ensure that the Infrastructure & Service Desk Manager is fully informed of any digital, data, and technology support, maintenance and project implementation issues that arise in a timely manner. <p>Acquisition & Deployment</p> <ul style="list-style-type: none">Negotiate with vendors, outsourcers, and	<p>GCSE Standard (English and Maths) or equivalent essential</p> <p>Relevant IT experience essential</p> <p>Excellent oral and written communication, including the ability to understand and communicate complex technical issues efficiently to non-technical staff</p>	<p>Sound knowledge of the M365 suite of applications and tools</p> <p>Experience of M365 administration</p> <p>Highly skilled in the use of tools or systems for access security control, e.g., Active Directory, and fully proficient in all service desk key areas</p> <p>Understanding of and ability to apply the most appropriate modern standards and practices</p> <p>Experience in a high-pressure live support service</p> <p>Troubleshooting skills for the network & telephony infrastructure</p> <p>Ability to administer and support end user technologies, solutions, and services</p> <p>Ability to work on own initiative, and to develop and deliver own work plan with minimal supervision</p> <p>Knowledge of digital, data, and technology hardware including servers and storage</p>	2	2	2	2	2	3	2

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		<p>contractors to secure infrastructure-specific products and services.</p> <ul style="list-style-type: none"> Assist with the planning and carry out the deployment of infrastructure security measures. Assist with the set up and deployment of PCs, laptops, tablets, mobile devices, thin client devices, scanner, and printers. <p>Operational Responsibility</p> <ul style="list-style-type: none"> Provide the first point of contact and first line support from within the service desk and asset management system, delivering excellent customer service whilst answering telephony, email, and face to face user enquiries. Log, manage, update, and resolve user incidents and requests within agreed SLAs, ensuring appropriate categorisation and priority level, exceeding standard quality control and productivity targets. Document incidents and requests accurately, recording all relevant information, ensuring all 1st line diagnostic steps are followed. Maintain and develop the service desk and asset management system Provide first tier support for all infrastructure 										
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		behaviour and a pragmatic approach.									
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