

Job summary

Role title: Service Desk Analyst

Department: ICT

General Description of the Role

This is a varied and engaging opportunity within a forward-thinking Council, ideal for a motivated team player to join our ICT Service Delivery Team. The role requires strong interpersonal skills with the ability to communicate effectively across all levels of the organisation. Previous experience in a Service Desk environment providing both 1st and 2nd line support is essential. Candidates should have a solid understanding of a range of software and hardware solutions, including Microsoft Windows products, laptops, printers, mobile devices, and other peripherals. Experience with Local Government applications and an ITIL qualification would be advantageous.

Key Responsibilities

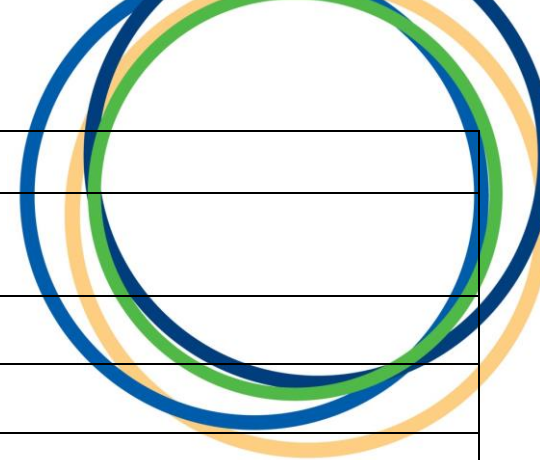
- Provide support on the Service Desk in line with the agreed rota, accurately recording all details and managing requests via multiple channels
- Maintain high standards of customer service, meeting SLAs by answering calls promptly and always being courteous and professional
- Deliver effective 1st and 2nd line support, proactively managing customer expectations through timely resolution or regular updates on outstanding issues
- Collaborate with 3rd line teams and external suppliers to resolve complex technical issues and escalate appropriately
- Keep the service desk system updated with accurate and timely information in accordance with SLAs
- Offer a high-quality, customer-facing support experience, assisting users and resolving issues across ICT systems and services
- Carry out laptop builds and mobile device setup to support user onboarding and refresh devices
- Contribute to ICT projects as directed by the ICT Service Delivery Manager
- Always ensure adherence to ICT processes and procedures
- Maintain and update documentation to support consistent, efficient resolution of problems and minimise disruption to users

Person specification and interview assessment form



Candidate name			
Contact number			
Role title	ICT Service Desk Analyst		
Date of interview		Signed by recruiting manager	

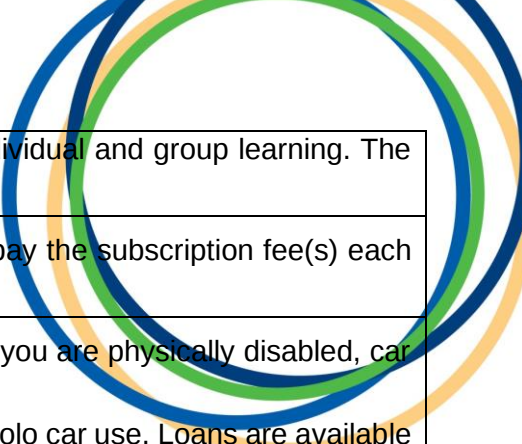
Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
Qualifications			
Minimum of 5 GCSE passes, including English and Mathematics	E		
Microsoft and Software Accreditations (e.g. MCSA, CompTIA, ITIL Foundation)	E		
Experience and achievements			
Proven experience managing and resolving complex 1st & 2nd line incidents and service requests	E		
Background working in a Service Desk environment, providing high-quality technical support	E		
Excellent knowledge of laptop hardware, MS Office software, Windows OS and Security techniques	E		
Demonstrated ability to work to Service Level Agreements (SLAs), managing and prioritising tickets efficiently	E		



Role required competencies and behaviours			
Strong organisational and administrative skills, with the ability to plan and manage own workload effectively	E		
Excellent interpersonal and customer service skills – able to communicate confidently at all levels	E		
Excellent written communication, able to produce clear and professional documentation and emails	E		
Strong technical capability, with a proven track record supporting complex ICT environments in mid-sized organisations	P		
Positive, professional attitude and a commitment to teamwork and continuous improvement	P		
Corporately required personal qualities and behaviours			
Innovative			
Supportive			
Flexible			
Positive			
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number		1st / 2nd / 3rd	

Summary of employment package

Place of work	The role will be primarily based at Town Hall, Reigate We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
Salary	Graded Technical Specialist 3, the salary will be in the region of £28,725 - £36,618 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
Duration of contract	The contract will be offered on a permanent basis
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
Hours of work	Hours of work are nominally 36 per week.
Employment Benefits	
Flexible working hours	Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.
Annual leave	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.
Pension	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day. Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates
Training and development	The Council actively encourages continued professional development and talent development.



	Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year.
Car parking / Travel loan scheme	Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available. The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.
Cycle purchase scheme	The Council offers staff who are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £2,000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.
Employee discounts	All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more. Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.

Other Conditions	
Pre-employment checks	Appointments are offered subject to several pre-employment checks: • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

