

	Job Profile
Directorate:	Customer Experience
Service Area:	Information Services
Job Title:	IT Support Analyst
Grade:	E
Post Number:	F828
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Service Desk Manager (SDM)
Responsible For:	Nil
Key Relationships/ Liaison with:	All ICS staff and Council Services/Users

Job Purpose
- To provide Technical IT support to users of ICS services from first point of contact to incident resolution - To identify, diagnose, resolve and document technical IT problems and incidents - Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

	Main Duties and Responsibilities
1.	To take responsibility for, document and resolve or escalate, as appropriate, incidents and requests for service received from ICS service users via email, web form or telephone
2.	To perform effective incident resolution relating to the authority's software and hardware to include computers, laptops, telephones, mobile devices and any other IT related associated peripherals at local and remote locations. Undertake technical problem management and root cause analysis
3.	Configure and implement new computer systems as part of a desktop refresh, project or new requirement. This will also include the implementation of systems in offsite or remote environments e.g. broadband installations across the borough
4.	To assume complete ownership of incoming incidents and service request tasks (including starters/leavers/movers, equipment allocation, etc), including those where third party input is required. Prioritise, manage and monitor the progress of the calls from inception to resolution and to keep customers informed of the progress of their queries
5.	Resolve incidents and service request tasks within agreed SLA timescales and to continue to work with the Service Desk Manager and customers on breached calls where the resolution falls outside of agreed targets. This also includes logging, reporting and escalating IT Data and Cyber Security issues.

6.	As part of the Service Desk team be prepared to work on a rotational basis for technical front line telephone support, onsite jobs and remote support within the Service desk operational hours.
7.	Contribute towards the accurate recording of the ICS asset data by completing the appropriate documentation and following associated procedures including the management of the ICS storeroom.
8.	Utilise the Service Management software to accurately record incidents, problems and service requests, maintain accurate asset information and submit knowledgebase documentation.
9.	Where required, monitor system performance and manage the process of automated and other operational requests and book and dispatch any generated outputs as required
10.	Identify and suggest improvements and ensure that all key systems are operational and where identified provide resolution or guidance to colleagues which drives the resolution of issue
11.	Maintain a current knowledge and awareness of IT technologies to provide professional advice to customers as necessary. Commit and contribute to the continuous improvement of both the services offered directly and the ICS Service as a whole.
12.	Under the direction of the SDM, participate in agreed training and awareness programmes/schemes
13.	Under the Council's current overtime procedures, on agreed occasions, provide front line technical out of hours support (e.g. Bank Holidays)
14.	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at our initial place of work or at any other of the Authority's establishments.

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Head of ICT and Data Security

Date: March 2025

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Post Number:	F822

	Essential	Desirable
<u>Qualifications</u> Evidence that candidate has sought to further their educational/learning opportunities and been successful in so doing ITIL Foundation Level MCP certification or equivalent qualification Proof of previous professional training in Technical support. Or Demonstrable experience identified within the section below.	✓ ✓ 	 ✓ ✓
<u>Experience</u> Relevant experience in an IT support related role Substantial relevant and recent experience in an IT support related role	✓ 	 ✓
<u>Skills/Knowledge</u> Excellent customer service skills and telephone manner with the ability to communicate complex technical solutions to users of varying IT literacy at all levels of the organisation Exceptional problem solving and troubleshooting ability through the use of applied technical knowledge Understanding of IT Support applications and tools such as Active directory and Call logging systems A solid working knowledge of current Microsoft operating systems and office packages Comprehensive capability to troubleshoot and repair of desktop, laptop, mobile device and peripheral hardware Knowledge of virtual desktop environments and technologies Ability to troubleshoot and administer corporate telephony systems	✓ ✓ ✓ ✓ ✓ ✓ ✓	

	Essential	Desirable
Working knowledge of current networking technologies		
<u>Interpersonal Skills</u>		
Ability to communicate effectively at all levels of the organisation over the telephone and face to face within and outside the Organisation	✓	
Capable of prioritising workload and working under pressure while maintaining a high quality of service and meeting strict timescales	✓	
Good technical documentation skills	✓	
Ability to explain technical issues to non-technical customers with tact and diplomacy	✓	
Ability to work to standard documented procedures and be familiar with the principles of customer service best practice.	✓	
To be persuasive, empathetic or assertive as situations arise.	✓	
Able to work on own initiative when required	✓	
Highly organised, able to plan and implement technical changes and multiple tasks concurrently	✓	
<u>Other requirements</u>		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
To be able on occasion to work outside normal office hours.	✓	
To be able to travel throughout the Borough (may be using own transport).	✓	

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