

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

IT Service Desk Analyst

DTI Service Desk, Digital, Technology & Innovation

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide exceptional service at first line, supporting users of desktop computer services, telephone systems, local and wide area networks, the server infrastructure, and application software, ensuring that Customers' incidents and requests are resolved in line with Service Level Agreements. Providing a single point of contact for our customers by "owning" all customer communications.

To maximise the productivity of the users, ensuring that IT services and systems are being used to the best advantage of the Organisation, in terms of cost and productivity.

Accountable to:

This role is accountable to the DTI Service Desk Manager, responsible for the direct line management of 7 IT Service Desk Analysts. The role sits within Digital, Technology & Innovation, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide a single point of contact for the users of IT for incidents and requests so that they only need to call one number for any IT issue.
2. Resolve all 30 minute activities or less at the first point of contact, thus ensuring a rapid restoration of service for users in line with SLAs, whilst prioritising incidents and requests in accordance with the impact to the Users and for the business.
3. Using ITIL best practice methodology to provide a high standard of information to facilitate quality management reporting, to be able to improve first line resolution, identify areas for where productivity can be improved using automations tools, AI, self-service and FAQs.
4. Action and initiate effective communications to service users over failures and scheduled IT Services availability, so the user community is informed, the desk maintains KPIs and users are able to make informed decisions.
5. Respond to and provide advice and information on service requests/queries regarding IT solutions.
6. Maintain Active directory for IT Networked Users, where requests are received for new users and for existing users requiring amendment, to their information, whilst adhering to process regarding the security of the network, licences, and systems.
7. Create and maintain effective documentation for internal and external training plus information such as FAQs and user guides, for business as usual and when on-boarding new business partners.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Proven knowledge, understanding and experience of working in a Service Level Agreement driven IT service environment.	Essential	A/T/I
Excellent inter-personal skills with the ability to communicate at all levels.	Essential	A/T/I
High level of personal probity and integrity.	Essential	A/T/I
Enthusiastic, not easily deterred, and able to convey enthusiasm to others.	Essential	A/T/I
Experience of delivering end user support by phone, remotely and face to face in a large corporate environment.	Essential	A/T/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I
Problem solving.	Desirable	A/T/I
Able to work on more than one task at a time, and to prioritize work.	Desirable	A/T/I

Knowledge:	Essential / Desirable	Measured by
Good organisational skills with the ability to plan ahead.	Essential	A/T/I
Good analytical skills with the ability to assimilate and combine disparate information.	Essential	A/T/I
Influencing Skills.	Essential	A/T/I
Good problem analysis and solving skills.	Essential	A/T/I
Previous experience working for Local Government.	Desirable	A/T/I
Support of users connected to a Local Area Network.	Desirable	A/T/I

Relevant experience:	Essential / Desirable	Measured by
Experience of resolving incidents on PCs, laptops and peripherals such as printers in a large and complex corporate environment.	Essential	A/T/I
Able to produce clear and precise technical, training and procedural documentation.	Essential	A/T/I
Ability to self-manage and work to timescales.	Essential	A/T/I
Previous experience working for Local Government.	Desirable	A/T/I
Support of Citrix	Desirable	A/T/I
Experience using LANDesk, or another Service Management tool.	Desirable	A/T/I
Experience working in an ITIL environment.	Desirable	A/T/I

Education, training and work qualifications:	Essential / Desirable	Measured by
O level/GCSE standard or equivalent in appropriate subjects (i.e. Sciences, Computing, Mathematics, English)	Essential	A/D
HNC/HND/BTEC/NVQ Microsoft Support Certified (MSC) ITIL Foundation	Desirable	A/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Professional Support 5	Worker type:	Fixed
Salary range:	£29,060 - £30,712	Budget responsibility:	No
People management responsibility:	No		

Working conditions & how we work:

Two shifts which rotate each week

Monday to Friday 08:00 – 16:00

and

Monday to Thursday 09:00 – 17:30 / Friday 09:00 – 17:00

The work is office based at One Angel Square, Northampton due to our telephony system.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

