

Job Description and Person Specification

Job Description

Job Details

Job Title: **2nd Line Service Desk Analyst**

Grade: **NNCBAND04**

Reports to: **IT Operational Support Manager**

Directorate and Service Area: **Chief Executive, IT/TDD, Service Delivery**

Purpose of the Job

The IT Service Desk is the central point of contact for North Northants Council colleagues reporting IT related incidents and service requests. The role of the IT Service Desk analyst is to provide first and second line support, responsible for resolving support requests as well as meeting a high level of customer satisfaction and continuous service delivery demands.

North Northants Council is going through a period of change, becoming one singular entity, a key component of this is the IT platforms and systems for which the staff operate from daily. As a 2nd Line SD Analyst, you will be fundamental in helping to achieve this, via creating, managing and implementing new systems to staff, supporting the Council on its Journey.

- Provide customer focused service delivery via the IT Service Desk
- Support North Northants Councils development and implementation of new Platforms and Services
- Provide 1st and 2nd line support to end users
- Support 1st line colleagues, acting as a point of escalation and advice

Principal Responsibilities

- Take ownership of incidents, performing problem analysis to implement temporary or permanent resolutions with the aim of restoring service
- Diagnose and resolve software and hardware incidents, including Operating Systems (Windows 10/11) and varying software applications, such as Microsoft 365
- To install, configure and manage IT equipment
- To maintain and update Asset management records
- Maintain a first-class level of customer service
- Create, maintain and publish support documentation and training to staff for IT platforms
- Assist the Council's journey in delivering new IT Platforms, bringing change to existing Systems and Process
- Supporting and facilitating changes with staff, such as deployment, training and guidance

General Responsibilities

- Maintain excellent verbal and oral communication skills, with the ability to communicate effectively with colleagues of all skill sets and ability
- Be a highly motivated team player, with the skills and ability to manage changing priorities and workloads
- Operate within the IT Service Desk Ticket System (ITSM), providing a singular professional and approachable support experience to all colleagues

Special features of the post

The postholder may be required:

- To travel between all North Northants Council offices with an IT or staff presence, including offices in Corby, Kettering, Thrapston and Wellingborough.
- To wear North Northants Council branded clothing (provided by the Council).

Person Specification

Attributes	Essential	Desirable	Identified by
Relevant Experience	<p>At least 2 years' experience working in an IT Support role</p> <p>Direct Experience of technically supporting users in a Microsoft Windows 10/11 Environment</p> <p>Excellent Customer Service Skills</p>	<p>At least 2 years' experience supporting the following:</p> <ul style="list-style-type: none"> • M365 Platforms • M365 Intune/Endpoint • M365 Autopilot • SharePoint/OneDrive • Citrix/Virtual Desktops <p>Recent experience in Local Government</p> <p>Experience of Lenovo PC and Laptops</p>	Application
Education and Training	Minimum of 5 GCSE Grades (or equivalent), including English Language	Minimum of NVQ Level 3 IT qualification or relevant IT experience	Application Form
Skills and Knowledge	<p>Excellent organisational skills, with a systematic and methodical approach to work.</p> <p>Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on telephone and written.</p> <p>Ability to demonstrate practical troubleshooting, research and problem analysis techniques.</p> <p>High attention to detail and ability to show initiative.</p> <p>Ability to plan and prioritise workload without supervision or as part of a team.</p> <p>Ability to prioritise, manage and perform under pressure and to meet SLA's.</p> <p>Willing to work flexibly and with enthusiasm.</p>		