Job Description

SECTION ONE	
Service Area: ICT	Post Title: Service Desk Analyst
Grade: ENCGR03	Post Number:

SECTION TWO	
Responsible to: ICT Business Support Team Leader	Responsible for: N/A

SECTION THREE – Purpose of job

- Provide customer focused service delivery through the ICT Service Desk including the provision of desktop services and asset management.
- Provide proactive customer support through system administration checks and tasks.
- Provide 1st and 2nd line support, ensuring timely handover and liaison with 3rd line ICT support and suppliers where appropriate.
- Provide support at sites across the North Northants Council (NNC) area as required.

SECTION FOUR – Main outcomes to be achieved

- Achieve ICT service performance targets, specifically those in relation to the Service Desk.
- Adherence to ITIL procedures and practices in relation to incident; Problem and Change Management processes.
- Provide consistently high level of support to customers and ICT colleagues to meet service level agreements.
- Proactively maintain an accurate asset management database.

SECTION FIVE – Main responsibilities

Service Desk
- To promote, facilitate and assist in the development and implementation of a customer focused approach to service delivery.
- To log and monitor all incidents received via numerous channels in a timely and accurate manner, using available technology and relevant policies and procedures.
- To effectively troubleshoot and identify the root cause of incidents and implement controlled changes.
- To ensure that calls and escalations are dealt with appropriately, according to customer and priority needs and call categories
- To assess calls received and either resolve at the first point of contact or handover the call to the relevant 3rd line ICT support or supplier.
- Provide advice and assistance to customers and potential users of ICT
- Deliver ICT inductions to new staff and set up new staff on NNC IT systems
- Assist with the production of guides for ICT staff and customers in relation to the services provided
- To cover all locations within NNC. Including gaining knowledge in the systems and processes at all sites.

General
- When required represent the service desk at project, team or service meetings
- Assist with the implementation of project work as required

- Develop and maintain knowledge and skills and keep up to date with new processes and procedures.

1st Line Support

- Install and configure PCs, printers and other hardware connected to the network
- Arrange and record the repair of equipment
- Arrange to transmit data to BACS in accordance with any agreed schedule or user request

2nd Line Support

- Provide support to more complex calls, e.g. corporate application support issues.

Asset Management

- Maintain accurate asset records of all relevant hardware and software making use of asset management tools as required
- Conduct physical audits of ICT assets as required and escalate any issues to the IT Business Support Team Leader.
- Assist with the purchase of new equipment, as required by the ICT Business Support Manager, Programme Manager or ICT Business Support Team Leader
- Assist with the administration of both automated and manual processes associated with the asset inventory, in particular, hardware, user information, licenses, agreements and custom objects.
- Assist with the arrangements for the disposal of surplus hardware and software in accordance with NNC policies the instructions of the IT Business Support Team Leader.

System Administration

- Administration of all telephony related systems including mobile telephony to include fault resolution, resolving incidents, requests for new equipment, liaison with suppliers, updating and maintaining accurate records and procedures, production of management reports and producing usage and billing reports as required
- Administration of mobile device management systems to include fault resolution, updating and maintaining records and systems, production of management reports and maintain accurate documentation
- Assist with the administration of Active Directory, Exchange, Microsoft Cloud Services, end point security and other systems as required and maintain accurate documentation to provide users with appropriate access to the network and maintain security standards

Administration

- Work with other members of the support team to provide administrative support to the ICT Service when required.
- Any other reasonable tasks commensurate with the grading, abilities and skills of the post holder.

SECTION SIX - General

Health and Safety

Responsible as an officer and employee under the Health and Safety at Work Act.

To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work.

To co-operate with the Council, its officers and staff to enable them, as far as is necessary, to conform and comply with any duty or requirement imposed as a result of any law which may be in force regarding health and safety.

Not to interfere intentionally or recklessly with anything provided in the interest of health, safety and welfare.

Equal Opportunities

East Northamptonshire Council is committed to providing equal opportunities in the services it provides and in the way it employs people. This applies when developing plans, policies and strategies and when working with suppliers, contractors and partners. East Northamptonshire Council will listen to all sections of the community and aim to provide services, which meet the needs of the whole community.

East Northamptonshire Council wants to make sure that everyone is treated fairly, regardless of gender, race, disability, ethnic origin, marital status, age, religion, parental or property status or sexuality. East Northamptonshire Council monitors the way in which things are done to make sure that employees, potential employees, residents and visitors are treated fairly and without prejudice.

Changing Circumstances

This job description is not intended to be inclusive nor exhaustive. The Council reserves the right to vary the duties within the responsibility of the grade of the post and the post-holder's qualifications and experience in the light of changed circumstances. The post-holder will be required to adapt him/herself to changing situations and be prepared to keep abreast of all new developments affecting his/her duties.

Smoking in the Workplace
The Council has adopted a policy on smoking in the work place. Work activity undertaken at Council buildings is in a No Smoking area.

Job Description

April 2015

SECTION SEVEN	
Job Description prepared by: (Manager) ……………………………………..	Date: …………………
Approved by: (OD) ……………………………………………………………	Date: …………………
Agreed by: (Post-holder) ……………………………………………………..	Date: …………………