

Job Description and Person Specification

Job details

Job title: **Service Desk Analyst**

Grade: **KBCSCP08**

Reports to: **IT Operational Support Manager**

Directorate and Service area: **Chief Executive, IT.**

Purpose of the job

- Provide customer focused service delivery through the IT Service Desk including the provision of desktop services and asset management.
- Provide proactive customer support through system administration checks and tasks.
- Provide 1st line support, ensuring timely handover and liaison with 2nd line IT support and suppliers where appropriate.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. To promote, facilitate and assist in the development and implementation of a customer focused approach to service delivery.
2. To log and monitor all incidents received via numerous channels in a timely and accurate manner, using available technology and relevant policies and procedures.
3. To effectively troubleshoot and identify the root cause of incidents and implement controlled changes.
4. To ensure that calls and escalations are dealt with appropriately, according to customer and priority needs and call categories.
5. Provide advice and assistance to customers and potential users of IT.
6. Deliver IT inductions to new staff and set up new staff on NNC IT systems.
7. Develop and maintain knowledge and skills and keep up to date with new processes and procedures.
8. Assist with the administration of Active Directory, Microsoft Cloud Services, end point security and other systems as required, whilst maintaining accurate documentation to provide users with appropriate access to the network and maintain security standards.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.

4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Evidence of attainment of relevant formal education GCSE/O Level passes in English and Mathematics.	ITIL Foundation qualification or experience of working within the ITIL framework.
Experience and Knowledge	<p>Knowledge of Microsoft environments.</p> <ul style="list-style-type: none"> - Windows 10 - O365 - Active Directory <p>Knowledge of printer and phone system management.</p> <p>Knowledge of working with Asset management tools.</p> <p>Experience of the full suites of MS Office products including Word, Excel, Outlook</p>	<p>Experience of working on a busy IT service desk and service desk software.</p> <p>Virtualisation Platforms, such as Citrix, Hyper-V.</p>
Ability and Skills	<p>Customer focused.</p> <p>Self-motivated and organised and able to work in a pressurised environment, as part of a team or on your own, managing competing priorities.</p> <p>Accuracy and attention to detail.</p> <p>Clear communication skills, able to match the communication style to the needs of the customer, including fluent English.</p> <p>Flexible approach to working arrangements.</p>	<p>Committed to continuous improvement, able to identify opportunities to improve existing processes.</p> <p>Effective troubleshooting skills.</p>

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Professional manner, having a mature and methodical and organised approach to work. A desire to add value to the team and the ability to make a difference.	Hold a current driving licence and have business use insurance on own vehicle to enable travel to alternative sites.