

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 transformation, 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 Service Desk Analyst, you will be fundamental in helping to achieve this, implementing and managing systems, alongside providing technical support to staff.

- 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 the userbase
- Support 1st line colleagues, acting as a point of escalation and technical advice

Principal Responsibilities

- Ownership of requests and incidents, performing troubleshooting and problem analysis to implement temporary or permanent resolutions to restore service
- To ensure Incidents, Requests and escalations are dealt with appropriately, according to customer and priority needs alongside call categories.
- Diagnose and resolve software and hardware incidents, including Operating Systems (Windows 10/11), bespoke Council applications and end-user hardware
- Access, manage and maintain IT administrative systems for user support purposes
- To maintain and update Asset management records
- Maintain a first-class level of customer service
- Create, maintain and publish support documentation and training to users and IT colleagues
- To undertake and assist with Council Projects, such as application and hardware deployments

General Responsibilities

- Maintain excellent written and verbal 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
- 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

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).
- To provide IT support and representation and Council Events, such as Electoral events or Council meetings.

Person Specification

Attributes	Essential	Desirable	Identified by
Relevant Experience	<p>At least 4 years' experience working in an IT Support role</p> <p>Direct Experience of technically supporting users in a Microsoft Environment, including:</p> <ul style="list-style-type: none"> - Windows 10 - Windows 11 - M365 <p>Experience operating within an IT Ticket System (ITSM)</p> <p>Excellent Customer Service Skills</p>	<p>Recent experience in Local Government</p> <p>At least 2 years' experience supporting the following:</p> <ul style="list-style-type: none"> • M365 Intune/Endpoint • M365 Autopilot • SharePoint/OneDrive • Citrix/Virtual Desktops <p>Recent experience in Local Government</p> <p>Experience of Lenovo Laptops</p>	<p>Application, Interview</p>
Education and Training	<p>Minimum of 5 GCSE Grades (or equivalent), including English Language</p>	<p>Minimum of NVQ Level 3 IT qualification or relevant IT experience</p>	<p>Application Form</p>
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> <p>Full UK Driving License and use of own transport.</p>	<p>ITIL4 Foundation qualification, or experience of working within the ITIL Framework</p>	<p>Application, Interview</p>