

# Job Description and Person Specification

## Job Description

### Job Details

Job Title: **1<sup>st</sup> Line Service Desk Analyst**

Grade: **NNCBAND03**

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 line support, responsible for reporting, logging and troubleshooting 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 1<sup>st</sup> Line Service Desk Analyst, you will be fundamental in helping to achieve this, supporting the userbase with changing systems and platforms, providing a point of contact for issues and troubleshooting and resolution.

- Provide customer focused support via the IT Service Desk
- Support North Northants Councils development and implementation of new Platforms and Services
- Provide 1<sup>st</sup> line support, ensuring timely handover and liaison with 2<sup>nd</sup> line IT colleagues
- Provide proactive customer support through system administration checks and tasks

### Principal Responsibilities

- To provide and promote customer-focused technical support of the userbase
- To log, monitor and troubleshoot incidents reported to the Service Desk in a timely, accurate manner using available technology and within relevant policies and procedures
- To effectively troubleshoot, record, resolve and/or escalate incidents and requests.
- To ensure Incidents, Requests and escalations are dealt with appropriately, according to customer and priority needs alongside call categories.
- Provide advice and assistance to customers and potential users of IT
- Deliver IT inductions to new staff and setup new staff on NNC IT Systems
- Develop and maintain knowledge and skills, keeping up to date with new processes and procedures.
- Assist with the administration of Active Directory, Microsoft Cloud Services, end-point security and other systems as required
- To maintain and update Asset management records

### General Responsibilities

- Maintain excellent written 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
- 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).

## Person Specification

Attributes	Essential	Desirable	Identified by
<b>Relevant Experience</b>	<p>Excellent Customer Service Skills</p> <p>Knowledge of Microsoft systems</p> <ul style="list-style-type: none"> <li>- Windows 10</li> <li>- Windows 11</li> </ul> <p>Experience with Microsoft 365 Suites, including (but not limited to):</p> <ul style="list-style-type: none"> <li>- Outlook</li> <li>- Teams</li> <li>- OneDrive</li> <li>- Word</li> <li>- Excel</li> </ul>	<p>Recent experience in Local Government</p> <p>Direct Experience of technically supporting users in a Microsoft Windows 10/11 Environment</p> <p>At least 2 years' experience working in an IT Support role</p> <p>Direct Experience in a Customer Service/Support Role</p>	Application, Interview
<b>Education and Training</b>	Minimum of 5 GCSE Grades (or equivalent), including English and Mathematics	Minimum of NVQ Level 3 IT qualification or relevant IT experience	Application Form
<b>Skills and Knowledge</b>	<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.</p> <p>High attention to detail and ability to show initiative.</p> <p>Willing to work flexibly and with enthusiasm.</p>	ITIL4 Foundation qualification, or experience of working within the ITIL Framework	Application, Interview