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| **Job Description** | |
| **Post title** | Service Desk Analyst |
| **JE Reference No** | N6721 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Digital and Customer Services |
| **Reporting to** | The post holder will be accountable to one of the Technical Services Team Leaders |
| **Location** | Your normal place of work will be Meadowfield but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a Basic disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder is part of the resource within the Service Desk element of the Technical Services business unit. The post holder will work as part of a team of analysts in providing professional and courteous service to our clients. The position will require that the individuals answer technical questions and accurately record a detailed description of the problem at hand. In the case that the Service Desk Analyst is unable to provide a solution to the problem, the post holder will be required to escalate to Second level support contact for resolution

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| **Duties and responsibilities** |

Listed below are the primary responsibilities of this role

• You will be expected to contribute towards the delivery ICT Services to all customers and contribute towards completing the tasks and meeting the targets incorporated in the group’s Operational Plan that is reviewed on an annual basis.

• You will work as part of a team and take direction from your team leader/senior officer to ensure the provision of an effective and efficient service to customers. You should expect your duties to vary as workloads within the Service area change.

• Provide technical user support to ensure that calls to the Service Desk, either by way of email, telephone, self-service or walk in are logged to a qualitative standard

• Use technology appropriately to make an initial assessment of user incidents and service requests provide a technically accurate solution

• Ensure that ICT legislative and regulatory compliance is maintained

• Analyse and implement appropriate solutions to resolve incidents and problems

• Provide Advice on best practise use of software and solutions

• Escalate hardware/software problems where required

• Provide initial support for products unique to the location or business group within a specific location

• Provide technical support for a range of business specific and customer proprietary software programs

• Support the deployment of large-scale applications and systems

• Develop and maintain customer relationships with appropriate third-party providers

• Install. configure and troubleshoot new software, updates or patches

• Troubleshoot hardware conflicts

• Follow defined staffing schedules

• Detail information about every call: contact information, description of problems and detailed documentation for each incident log

• Assist in the development and maintenance of Service Level Agreements

The generic responsibilities which will be undertaken in support of the above work include

following (if applicable):

• Provision of support to customers and other ICT staff.

• Maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate.

• Assist with system specification/design, project management and system implementation.

• Assist with monitoring and review of system performance and the production of relevant reports and statistics.

• Assist with preparation of team’s operational plans

• General office duties

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent qualification | * NVQ 3 Business Admin or ICT equivalent |
| Experience | * Ability to effectively communicate with different audiences * Understand organisational structures, relationships and influences * Effective management of change * Demonstrable ICT experience in a relevant area | * Previous ICT experience in a support role * Experience in a Customer Service role |
| Skills & Knowledge | * Ability to communicate effectively, both orally and in writing * Ability to work with limited supervision * Ability to plan and organise work * Knowledge of the technical work of an ICT Department * Ability to work as part of a team |  |
| Personal Qualities | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). * May be required to work outside of normal office hours. * Pleasant manner when dealing with colleagues and customers * Tactful, discreet * Flexible approach * Willingness to learn * Enthusiastic, self-motivated |  |