



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: IT Service Desk Analyst	Grade: Scale 5 – PO2
Section: Digital Data and Technology	Directorate: Change and Innovation
Responsible to following manager: IT Service Desk Manager	Responsible for following staff: N/A
Post Number/s:	Last Review Date: April 2016

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To work as part of a team to provide a central point of contact for staff and other stakeholders needing contact with IT. As a team provide a professional and competent IT support service, owning and resolving calls as appropriate, and managing calls where these need to be passed to colleagues in other areas of Corporate IT or the organisation.

Specific Duties and Responsibilities

1. Along with the rest of the team, make sure that the service is covered during agreed service hours.
2. Assist in the enhancement of customer relationships within the service desk function and in building and maintaining a customer facing & communicative ethos within the team.
3. Receive, analyse and record any incidents or requests in line with established systems and procedures, ensuring that all customers are dealt with in a speedy, effective, efficient and courteous manner keeping them informed as to the progress.
4. Liaise with customers or other 3rd parties to ensure an accurate record of faults or other requirements is obtained, and that this information is recorded within the relevant call in IT's service management software.
5. Troubleshoot incidents, escalating any that cannot be resolved within set timescales.
6. Log and allocate IT related requests that should be passed onto other sections, and deal with those that need to be progressed at the Service Desk.
7. Take ownership of all calls logged by you, or any allocated to you, and ensure these are followed up and escalated in line with procedures and SLAs.
8. Be familiar with systems, processes, reports etc. used within your section, where necessary providing training and assistance on these.
9. Make sure all information relating to calls is complete and accurate, that notes relating to individual incidents or requests are kept up to date so that colleagues and the customer are kept informed.



10. Identify commonly reported incidents or reoccurring customer questions and document articles or “how to” guides for publication on the Councils’ and SSA intranets.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

Job Title: IT Service Desk Analyst	Grade: Scale 5 – PO2
Section: Digital Data and Technology	Directorate: Change and Innovation
Responsible to following manager: IT Service Desk Manager	Responsible for following staff:
Post Number/s:	Last Review Date: April 2016

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A proven track record of delivering high quality IT Service Desk support within a 1000+ user, multi-site environment.	✓		A/I
Knowledge of Service Desk Management Software (eg.TopDesk).	✓		A/I
Understanding of Project working and methodologies such as Prince 2 and/or Agile.		✓	A/I
Experience	Essential	Desirable	Assessed
Experience and Windows 11 operating systems	✓		A/T
Experience of both working with and supporting M365 products	✓		A/I/T
Experience of working to and achieving results within defined Service Level Agreements	✓		A/I

Skills	Essential	Desirable	Assessed
Highly customer focused, articulate, excellent telephone manner and confidence in dealing with people at all levels and from diverse backgrounds.	✓		A/I
A pro-active approach to client support and an aptitude to work cooperatively with colleagues in different teams and across different sites.	✓		A/I
Ability to absorb complex technical information and communicate effectively at all levels to both technical and non-technical audiences.	✓		A/I/T
Articulate & methodical approach to problem solving.	✓		A/T
Excellent interpersonal skills, both verbal and written.	✓		A/I
Self motivation with commitment, drive and enthusiasm.	✓		A/I
A “can do” outlook with the ability to work on own initiative or as part of a team.	✓		A/I
Qualifications	Essential	Desirable	Assessed
Track record of educational achievement in IT related disciplines including ITIL foundation certificate.	✓		A/C
Microsoft or Azure pathway certifications or equivalent technical qualification, or evidence of working towards this.		✓	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate