**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| --- | --- |
| **Job Title:**  Deskside Support Analyst | **Grade**:  Scale 5 to PO2 |
| **Section:**  RES – IT Support | **Directorate:**  Resources |
| **Responsible to following manager:**  Deskside Support Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:**  RWR0158 | **Last review date:**  01/12/2022 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

**The purpose of this role is to provide PC Support and Delivery duties for our customer base. Building, delivering, and supporting IT services as well as helping with asset management for IT equipment.**

**Specific Duties and Responsibilities**

* Help provide an onsite customer focused service for colleagues within the organisation
* Manage an individual queue and contribute towards management of the Deskside Team queue in TopDesk
* Technical support for Microsoft Windows 10 operating systems
* Technical support for Microsoft Office 365 and Microsoft Office 10 applications
* Troubleshooting issues with MS Outlook
* Technical support for home workers connecting through wi-fi and VPN to remotely access SSA network services
* Troubleshooting TPM and password problems with Bitlocker using the MBAM tool
* Configuring, deploying, and supporting mobile phones
* Building laptop and desktop computers ready for deployment
* Installing software manually and by group policy
* Administration of users and computers using Active Directory and SCCM
* Troubleshooting hardware and software issues with laptops, mobiles, and tablet devices
* Visiting with colleagues at their desk to help with IT issues and requests
* Installation and troubleshooting of problems with IT peripherals at users’ desks
* Helping with moves, organising, and physically installing IT Equipment
* Installing and configuring equipment for hybrid working within the office
* Managing and fulfilling requests for home working equipment
* Refreshing older legacy computers with new models
* Assist with stock & asset management including the transfer of equipment between Richmond and Wandsworth
* Receiving new items of stock, asset tagging and booking into TopDesk asset management system
* Decommissioning and secure disposal of obsolete and damaged IT equipment
* Communicating with colleagues over the phone and through MS Teams to help provide IT solutions
* Develop & maintain a positive working relationship with the managers, staff & on-site colleagues
* Co-ordinate & update procedural & policy documents as required
* Complete all necessary paperwork and administrative tasks

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Working knowledge of the following systems –

* TopDesk ITSM tool (or similar)
* TopDesk Asset Management tool (or similar)
* Active Directory Users and Computers
* Intune Company Portal
* SCCM
* SNOW License Manager (desirable)
* Apple Business Manager (desirable)
* Android Mobile Operating System
* VPN using Direct Access

Excellent communication skills with clear spoken English and a commitment to customer care.

Strong attention to detail and an understanding of the importance of excellent Asset Management for IT departments.

Primarily based onsite at Fairfield Annexe during weekdays, while being prepared to work onsite in Twickenham if required.

Ability to work flexibly within a team, helping teammates with technical issues and providing cover.

Able to understand & respect the importance of confidentiality, both within & outside the workplace.

Aware of Health & Safety & Equality & Diversity

Able to understand the importance of being punctual & the impact absence has on the effectiveness of the team

This role involves a significant amount of lifting and shifting of IT equipment and is physically demanding.

Use of the IT pool van to visit remote sites and travel between Richmond and Wandsworth.

**Team structure**

For the current structure please go to The Loop.

**Person Specification**

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| --- | --- |
| **Job Title:**  Deskside Support Analyst | **Grade**:  Scale 5 to PO2 |
| **Section:**  RES – IT Support | **Directorate:**  Resources |
| **Responsible to:**  Deskside Support Manager | **Responsible for:** N/A |
| **Post Number/s:**  RWR0158 | **Last Review Date:**  01/12/2022 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| IT Technical knowledge. | **X** |  | **X** | |
| Troubleshooting Technical Problems. | **X** |  | **X** | |
| Working knowledge of PC / peripheral configuration and connectivity. | **X** |  | **X** | |
| Smart Phones and mobile technology. | **X** |  | **X** | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| Asset Management. | **X** |  | **X** | |
| Experience of MS Office products 2016 onwards. | **X** |  | **X** | |
| Configuring mobile devices using Intune. | **X** |  | **X** | |
| Working with TopDesk ITSM (or similar system). | **X** |  | **X** | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| Customer focused, articulate, excellent telephone manner and confidence in dealing with people at all levels and from diverse backgrounds. | **X** |  | **X** | |
| A pro-active approach to client support and an aptitude to work cooperatively with colleagues in different teams and across different sites. | **X** |  | **X** | |
| Ability to absorb complex technical information and communicate effectively at all levels to both technical and non-technical audiences. | **X** |  | **X** | |
| Articulate & methodical approach to problem solving. | **X** |  | **X** | |
| Excellent interpersonal skills, both verbal and written. | **X** |  | **X** | |
| Self-motivation with commitment, drive, and enthusiasm. | **X** |  | **X** | |
| A “can do” outlook with the ability to work on own initiative or as part of a team. | **X** |  | **X** | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
| ITIL Foundation (v3 or v4) |  | **X** | **X** | |
| CompTIA A+ |  | **X** | **X** | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**