

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: IT Service Desk Analyst	Grade: Scale 5 – PO2
Section: IT	Directorate: Resources
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 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

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 on 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.

Progression Criteria

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|----------------|---|
| Scale 5 | Must have relevant experience in an IT Service Desk environment. Will be able to work on own initiative and demonstrate an appreciation of customer care. |
| Scale 6 | Must have relevant experience in an IT Service Desk environment and able to perform the full duties of the post with day-to-day input from the Service Desk Manager. Will be able to work on own initiative and demonstrate an appreciation of customer care. |

To progress beyond this point the post-holder must have achieved an ITIL Foundation certificate.

- SO1** Must have significant experience in an IT Service Desk environment and be able to perform the full duties of the post with day-to-day input from the Service Desk Manager. The ability to work on own initiative, prioritise own workload and demonstrate an appreciation of customer care.
- SO2** Must have significant experience within an IT Service Desk environment and be able to perform the full duties of the post with week-to-week input from the Service Desk Manager. The ability to work on own initiative, prioritise own workload and demonstrate an appreciation of customer care.
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To progress beyond this point the postholder will have the ability to train and mentor more junior staff, and will be expected to take a proactive approach in doing so.

- PO1** At least considerable experience and able to perform the full duties of the post with minimal input from the Service Desk Manager. The ability to work on own initiative, prioritise workload, be proactive in the development of Services, and have a proven appreciation of customer care.
The post-holder should also be able to deputise for the Service Desk Manager in times of absence.
- PO2** Must have considerable experience in an IT Service Desk environment and be able to perform the full duties of the post. Will be able to work on own initiative, prioritise individual and team workload, be proactive in the development of Services, be able to work with suppliers and have a proven appreciation of customer care.
The post-holder will also be able to deputise for the Service Desk Manager in times of absence.

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 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

- Post-holder will take on responsibility for the co-ordination and work prioritisation of more junior members of the team, including IT Apprentices and/or Work Experience students.
- With other members of the team the post-holder will be required to work flexible hours within a 36 hour week to ensure service cover from 8am-6pm Monday to Friday. In addition some out of hours work and/or on-call working will be required.
- It will be necessary for the post-holder to move and/or install equipment, and as such they will be expected to attend manual handling training, and adhere to Health and Safety good practices.

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

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA 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 10 and 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
MCSE certification or equivalent technical qualification, or evidence of working towards this.		✓	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate