



## Role Profile

<b>Job Title:</b> Service Desk Analyst	<b>Grade/ Level:</b> L	<b>Post Number:</b> P/A
<b>Directorate:</b> Resources & IT	<b>Job Family:</b> IT	<b>Date Prepared:</b> 01.08.15
Role reports to (Job Title): Service Desk Team Leader		
<p>Job Purpose:</p> <p>To provide 1<sup>st</sup> line IT support to Swindon Borough Council staff, partners and 3<sup>rd</sup> party suppliers.</p> <p>To deliver a high quality service that meets the needs of the customers ensuring that consistent policies, standards and processes are understood and adhered to.</p> <p>To work with the relevant Teams ensuring continual service improvement is embedded as an outcome of monitoring trends and incident management through the Service desk Service.</p>		
<p>Key Accountabilities:</p> <ol style="list-style-type: none"> <li>1. Provide a professional and effective 1<sup>st</sup> line technical support service with a high percentage of first time fixes.</li> <li>2. To investigate incidents and take action to resolve these incidents whilst monitoring trends and enabling problem management.</li> <li>3. Ensure calls answered, resolved or passed to other areas within agreed SLAs and KPIs.</li> <li>4. Consistently monitor, review and improve standards and processes with a view to continuous improvement and customer satisfaction.</li> <li>5. To support the IT Major Incident Process across the IT Estate.</li> <li>6. To communicate known and potential problem areas to end users and management and to update progress to resolution and closure.</li> <li>7. To escalate incidents to subject matter experts internally and externally as required.</li> <li>8. To ensure incidents and requests are allocated to the correct resolver groups if not resolved by Service Desk.</li> <li>9. To ensure that work is carried out in accordance with SBC's agreed policies, standards, methods and procedures.</li> <li>10. To use the Service Desk System in line with agreed processes, data quality is maintained and</li> </ol>		

information managed in line with relevant policies.

11. To use remote support tools to provide customer support and assist with software configuration, deployment and investigate and resolve incidents.
12. To provide an effective service in facilitating the requirements of ICT users starting, leaving or changing their role with SBC in line with the ICT Computer Security Policy including account set-ups and permission amendments.
13. To work as part of a Service Desk supporting team members.
14. Provide IT support services to customers through various channels and interfaces (telephone, email, web, remote support tools).
15. Ensure Knowledge Base is promoted, used and maintained and developed in line with support model for both Team and Customer facing information.
16. Maintaining a professional relationship with customers and continually assess own performance, customer satisfaction and IT performance.
17. Work flexibly and embrace change in order to best contribute to the delivery of a quality service by the team.

Bring the Swindon Borough Council Stronger Together Behaviours to life...

- Self-Aware
- Has Integrity
- Collaborator
- Has Meaningful Relationships
- Resilient
- Has Clarity of Intention

Supplementary Accountabilities:

18. To participate in the full range of Departmental and Council activities including corporate working groups and other initiatives as required from time to time.
19. To be responsible for delivering the Council's Equality Policy relevant to the post holder's area of work.
20. Such other duties as may arise in connection with the activities mentioned above.

Job Scope: *Number and type of jobs directly managed:*

Typical tasks supervised/allocated to others:

Job Scope: *Direct responsibility for financial resources and / or physical assets*

Budget:

Assets:

Knowledge and Experience: *Knowledge ( covering technical, specialist, procedural and organisational knowledge ), including qualifications and experience required eg numeracy and literacy, knowledge of equipment and machinery, knowledge of concepts, ideas, other cultures or languages, theories, techniques, policies, procedures and practices*

- GCSE or equivalent in 5 subjects including English and Mathematics
- Telephone support experience in a customer service role
- IT literate with proven basic IT skills
- Experience of supporting IT Users
- Proven planning and organisational skills
- Highly Motivated with a Positive Professional attitude
- Desire to provide a high standard of service

Decision Making: *ie responsibility of post holder for taking decisions and independent action*

- Ability to prioritise own workload to ensure tasks are completed within given timescales.
- Make both reactive and proactive operational decisions to improve service delivery and customer experience.
- Experience of working with flexibility to cope with varying demands and tight deadlines
- Ability to get on with people and deal with difficult situations calmly
- To escalate IT Major Incidents to Management.

Contacts and Relationships: *What communication does the job involve within the Council and externally ? ie degree of personal contact with others and in what situations / for what reasons ( give egs of both written and oral communications )*

- Daily contact with Service Desk Analysts
- Daily contact with Customers
- Daily contact with Managers and Professionals
- Daily contact with Service Areas
- Regular contact with 3<sup>rd</sup> Party Suppliers
- Regular contact with SBC Partners
- Excellent communication skills to include: in person, meetings, presentations, telephone, e-mail, remote control, reports
- Ensuring incidents and requests are allocated to the correct resolver groups.

Creativity and Innovation: *ie original thinking and planning covering such areas as the written word, the spoken word, drawing, casework and fieldwork ( give egs of tasks that show how much imagination and creativity is needed to solve problems within the role )*

- Act as a subject expert and provide advice and guidance to the users.
- Make recommendations to Service Desk Team Leader to improve service and customer experience.
- Willing to acquire new skills and broaden areas of competencies.

Emotional Demands of the job: *ie extent to which emotional demands or upset ( arising from any people-related features of the job ) could be experienced because of the circumstances or behaviour of the people with whom the postholder is involved egs if the people concerned are terminally ill, very frail, at risk of abuse, homeless ; a requirement to deal with distressing and/or disturbing people-related information*

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Job Specific Competencies
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Features of the role: <i>ie working environment / conditions eg regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury</i>  <ul style="list-style-type: none"><li>• Must be able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.</li></ul>
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Employee Signature:
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Print Name:	Date
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Line Manager's Signature
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Print Name:	Date:
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