



## Role Profile

<b>Job Title:</b> Service Desk Senior Analyst	<b>Grade/ Level:</b>	<b>Post Number:</b> SBC_10165
<b>Directorate:</b> Resources & IT	<b>Job Family:</b> IT	<b>Date Prepared:</b> 01.08.15

Role reports to: Service Desk Team Leader

\*Please attach an organisation chart showing where this job reports within the structure.

### **Job Purpose:**

*Why does the job exist? fully outline in the job purpose the responsibilities for any individuals or groups of people (other than employees). These responsibilities may be delivered by an overall purpose of providing personal services, offering advice and guidance, implementing or enforcing regulations, developing and implementing services.*

To provide monitoring, review, training, coaching, mentoring and promoting customer focus to a small team of Service Desk Analysts and deputise for the Service Desk Team Leader providing support to Swindon Borough Council staff, partners and 3<sup>rd</sup> party suppliers.

Ensure the service desk delivers a high-quality service that meets the needs of the customers ensuring that consistent policies, standards and processes are implemented and managed.

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.

### **Key Accountabilities:**

1. Assisting the Service Desk Team Leader in providing motivation and support for other team members.
2. Deputise for the Service Desk Team Leader in their absence.
3. Provide monitoring, review, training, coaching, mentoring and promoting customer focus to a small team of service desk analysts.
4. Consistently monitoring, reviewing and improving the performance of the service desk by evaluating trends in relation to the volume and type of incidents reported through the Service Desk.
5. Provide a professional and effective 1<sup>st</sup> line technical support service with a high percentage of first-time fixes.

6. To investigate incidents and take-action to resolve these incidents whilst monitoring trends and enabling problem management.
7. Ensure calls answered, resolved or passed to other areas within agreed SLAs and KPIs.
8. Consistently monitor, review and improve standards and processes with a view to continuous improvement and customer satisfaction.
9. Ensure that the Service Desk Team receives regular information updates and works with other teams and customers to continually improve performance and raise awareness of the IT service.
10. To Manage IT Major Incident Management across the IT Estate when covering for Service Desk Team Leader.
11. To communicate known and potential problem areas to end users and management and to update progress to resolution and closure.
12. To escalate incidents to subject matter experts internally and externally as required.
13. To ensure incidents and requests are allocated to the correct resolver groups if not resolved by Service Desk.
14. To monitor quality assurance systems and processes to ensure that work is carried out in accordance with SBC's agreed policies, standards, methods and procedures.
15. To use and ensure the Service Desk System is used in line with agreed processes, data quality is maintained and information managed in line with relevant policies.
16. To use remote support tools to provide customer support and assist with software configuration, deployment and investigate and resolve incidents.
17. To provide an effective service in facilitating the requirements of ICT users starting, leaving or changing their role with SCC in line with the ICT Computer Security Policy including account set-ups and permission amendments.
18. Mentor and motivate Service Desk team members.
19. Provide IT support services to customers through various channels and interfaces (telephone, email, web, remote support tools).
20. Ensure Knowledge Base is promoted, used and maintained and developed in line with support model for both Team and Customer facing information.
21. Maintaining a professional relationship with customers and continually assess and report on customer satisfaction and IT performance.
22. Conduct Customer Feedback surveys and analyse returns in order to improve customer service.
23. Work flexibly and embrace change in order to best contribute to the delivery of a quality service by

the team.

**Supplementary Accountabilities:**

24. To participate in the full range of Departmental and Council activities including corporate working groups and other initiatives as required from time to time.
25. To be responsible for delivering the Council's Equality Policy relevant to the post holder's area of work.
26. 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:**

**Service Desk Senior Analyst**

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
- Minimum 2 - year telephone support experience in a customer service role
- Minimum 1 - year staff supervision and mentoring experience to provide a high standard of customer service.
- IT literate with proven basic IT skills
- Active Directory experience
- Experience of working in an ITIL environment
- 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 make decisions and manage Major Incidents in a professional and organised manor when deputising for the Service Desk Team Leader.

- 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 minimum direct supervision with flexibility to cope with varying demands and tight deadlines
- Ability to get on with people and deal with difficult situations calmly
- To Manage IT Major Incident Management across the IT Estate when deputising for the Service Desk Team Leader.

**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 examples 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
- Daily monitoring service ensuring incidents and requests are allocated to the correct resolver groups.
- Ability to supervise, motivate, train, coach and develop staff

**Creativity and Innovation:** *ie original thinking and planning covering such areas as the written word, the spoken word, drawing, casework and fieldwork (give examples 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 management team and colleagues.
- 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, for example: 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*

**Job Specific Competencies:**

**Features of the role:** *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*

- Must be able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.

**Employee Signature:**

**Print Name:**

**Date:**

**Line Manager's Signature:**

**Print Name:**

**Date:**