



Role profile

Job Title: Service Desk Analyst	Grade/ Level: L	Post Number: IT00005
Directorate: Resources & IT	Job Family: IT	Date Prepared: 01.08.15

Role reports to (Job Title): Service Desk Team Leader

Job Purpose:

To provide 1st line IT support to Swindon Borough Council staff, partners and 3rd party suppliers.

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.

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. Provide a professional and effective 1st line technical support service with a high percentage of first time fixes.
2. To investigate incidents and take action to resolve these incidents whilst monitoring trends and enabling problem management.
3. Ensure calls answered, resolved or passed to other areas within agreed SLAs and KPIs.
4. Consistently monitor, review and improve standards and processes with a view to continuous improvement and customer satisfaction.
5. To support the IT Major Incident Process across the IT Estate.
6. To communicate known and potential problem areas to end users and management and to update progress to resolution and closure.
7. To escalate incidents to subject matter experts internally and externally as required.
8. To ensure incidents and requests are allocated to the correct resolver groups if not resolved by Service Desk.
9. To ensure that work is carried out in accordance with SBC's agreed policies, standards, methods and procedures.
10. To use the Service Desk System in line with agreed processes, data quality is maintained and

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.

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:*

None

Typical tasks supervised/allocated to others:

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

Budget:

Assets:

Knowledge and Experience:

- 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
- Active Directory experience desirable
- 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:

- Daily contact with Service Desk Analysts
- Daily contact with Customers
- Daily contact with Managers and Professionals
- Daily contact with Service Areas
- Regular contact with 3rd 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:

- 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.

Features of the role:

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

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,?”

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: