

Department:	Corporate Resources
Job Title:	Technical Support Analyst (1st Line)
Grade:	5 – 8 (CGS)
Service/Section:	I&T Services
Base/Location:	County Hall, Glenfield
Responsible To:	Technical Support Lead and Customer Support Team Manager
Responsible For:	<i>No direct supervisory responsibilities.</i>
Key Relationships/ Liaison with:	Service colleagues, Service users, key customers, suppliers and partners.

Job Purpose	
	<ul style="list-style-type: none"> • To provide a friendly and helpful first point of contact for service users of LCC ICT infrastructure, applications and equipment through multiple channels. • To provide a 1st line incident resolution and request fulfilment service through triage procedures, aiming to resolve on first contact. • To accurately record incident and request information within the councils ITSM tool, and to escalate ITSM tickets where resolution cannot be provided at first contact. • To work with 2nd line teams in the resolution of complex incidents and requests. • To be both reactive and proactive in providing first contact service delivery, providing technical support, request fulfilment, technical instruction and limited digital up-skilling. • To assist with the delivery of services to agreed SLA's and KPI's. • To work in small technical teams across I&T Services to deliver new services and service improvements. • Assist with and propose service improvements. • Assist the Major Incident Manager and Comms Officer in the event of an ICT (or LCC) Major Incident.

Main Duties and Responsibilities	
1.	<ul style="list-style-type: none"> • Deliver incident resolution and request fulfilment to users contacting the Service Desk. • Ensure that incident and request information is recorded and updated correctly within the ITSM Incident Management tool and closed where possible. • Escalate promptly all recorded incidents and requests that cannot be quickly resolved or where skills or permission sit in other teams. • Investigate thoroughly and record findings of all incidents and requests, summarising notes where escalation is required. • Escalate promptly all potential problems of a serious or sensitive nature to the appropriate line manager. • Liaise with other teams where resolution assistance is required. • Ensure that agreed quality/performance SLAs are maintained as directed. • Maintain customer self-help and FAQ guides.
2.	Provide excellent Customer Service by ensuring regular communication is maintained relating to issues and requests.
3.	Work as part of small technical teams on work projects across I&T Services to ensure they are delivered as agreed.
4.	Provide a user facing Service Desk Reception facility to meet face to face contacts.
5.	Ensure that ITSM and Service Desk policies and procedures are followed. Suggest improvements and changes where necessary.
6.	Aim to become an expert on the services and technology you support and maintain. Develop and maintain an up-to-date knowledge of relevant ICT subjects applicable to the current and future needs of the council.
7.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
8.	Partake in work and duty rosters.
9.	Provide simple and short digital advice and upskilling to service users where appropriate including basic operation of both hardware and software.
10.	Work closely with suppliers, external contractors and other partners in a professional manner to ensure that services are restored quickly.
11.	Manage and maintain the Service Desk Loans kit system.
12.	Any other duties commensurate with the grading of the post.
13.	Promote a focus on equality and diversity in line with the Council's Equality Standard.

Special Factors	
	<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • The post holder should make themselves available for all ICT change windows except by prior agreement with their line manager. • Other urgent/emergency changes may also occur throughout the year where evening or weekend work may be required.

- The post-holder will be required to attend training courses, conferences, seminars or other meetings as required by his/her training needs and the needs of the service.
- Expenses, overtime and standby will be paid in accordance with the Local Conditions of Service prevailing at the time.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: 17th June 2020

Department:	Corporate Resources
Job Title:	Technical Support Analyst (1st Line)
Grade:	5 – 8 CGS
Service/Section:	I&T Services

	Essential	Desirable	How assessed
<p>Qualifications</p> <ul style="list-style-type: none"> NVQ level 2 in an ICT related field plus experience (<i>or equivalent</i>) <ul style="list-style-type: none"> GCSE (<i>grades A*–C</i>) Key Skills level 2 Skills for Life level 2 Higher diploma BTEC award, certificate and diploma level 2 Functional Skills level 2 Or equivalent experience Professional ICT related qualifications (please list on application) 	✓		App/Dc
		✓	App/Dc
<p>Experience</p> <ul style="list-style-type: none"> ICT support experience with evidence of operating on a Service Desk at 1st line skill levels. Of working with technical and professional staff. Of formal IT service management framework process experience. Good customer care skills with demonstrable experience within a customer service role where customers are engaged daily. Demonstrable practical experience of Microsoft Office suite and Windows operating platforms. Experience of maintaining accurate data in service management tools. 	✓		App/Int
	✓		App/Int
		✓	App/Int
	✓		App/Int
		✓	App/Int
	✓		App/Int

<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Good analytical/problem solving skills • Ability to communicate complex issues both verbally and in written format in a concise and easy to understand manner • The identification, assessment and management of risks • Demonstrable strong customer focus. 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>App/Int App/Int</p> <p>App/Int</p> <p>App/Int</p>
<p><u>Skills and Competencies</u></p> <ul style="list-style-type: none"> • Able to demonstrate a flexible, innovative and positive approach • Can communicate effectively at all levels • Strong interpersonal skills working with team members to achieve agreed objectives. • Ability and initiative to influence and challenge others and to challenge 'custom and practice' • Ability to approach change positively • Ability to form and maintain constructive working relationships across the team, unit and organisational boundaries at all levels • Ability to understand a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts • Commitment to deliver quality ICT services that meet service user requirements • Commitment to continuous professional development • Ability to work successfully and remain calm under pressure • Excellent organisational skills with the ability to manage priorities and work to deadlines • Have a 'can do' attitude with a strong customer focus • Desire to evolve and improve the service provided • Enthusiasm and the ability to learn new skills • Experience of working within an SLA framework. • Ability to author concise documentation • Demonstrate commitment to working out of hours when dealing with both major incidents and planned work. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>App/Int</p> <p>App/Int App/Int</p> <p>App/Int</p> <p>App/Int App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p>

<ul style="list-style-type: none"> • Ability to work unsupervised • Sustainable and realistic travel plan between residence and workplace • The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. 	✓ ✓ ✓		App/Int App/Int App/Int
<p><u>Other Requirements</u></p> <p>An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p> <p>Possess a valid driving licence.</p>	✓ ✓	✓	App/Int Med Doc

Key: App = Application Form Test = Test Int = Interview	Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)
--	--

Date Prepared/Revised: 17th June 2020

CAREER GRADE SCHEME FOR Technical Support Analyst (1st Line)

<p>GRADE 5</p> <p>Technical Support Analyst (1st Line)</p>	<p><i>Entry level requirements – NVQ2 or equivalent or equivalent experience, and good customer care skills with demonstrable experience within a customer service role where customers are engaged on a daily basis. Good written communication skills, judged on application and verbal communication skills, including a clear telephone manner to be judged at interview. Demonstrable practical experience of Microsoft Office suite and Windows operating platforms, good problem solving skills and an aptitude for technical work are required.</i></p> <p>At this level staff will be shadowing experienced Technical Support Analyst (1st Line) and monitored by Technical Support Leads.</p> <p>Competencies to be achieved prior to progression to Grade 6:</p> <ul style="list-style-type: none"> ▪ Demonstrates attention to detail in work undertaken; ▪ Produces high quality work; ▪ Demonstrates ability in basic call handling with minimal diagnostics; ▪ Demonstrates familiarity with local government; ▪ Evidence of good customer care ethos; ▪ Demonstrates understanding of / compliance with confidentiality and security matters; ▪ Works within agreed procedures and standards; ▪ Basic awareness of ICT terms, basic familiarity with software and hardware in use within the Authority. ▪ Evidence of excellent team working.
<p>BAR - Further progression dependent upon passing the CompTIA A+ course or an equivalent</p>	
<p>GRADE 6</p> <p>Technical Support Analyst (1st Line)</p>	<p><i>Entry level requirements – Those listed above for Grade 5, plus demonstrable familiarity with basic ICT terms and a minimal diagnosis of software and hardware issues. Basic call handling experience with evidence of an understanding of and compliance with confidentiality and security matters. Pays attention to detail and produces high quality work.</i></p> <p>Competencies to be achieved prior to progression to Grade 7:</p> <ul style="list-style-type: none"> ▪ Able to assist with Service Desk Management System (SDMS) procedures; ▪ Demonstrate capability of undertaking 1st line PC / VDI support with assistance; ▪ Demonstrate basic knowledge of networking; ▪ Demonstrate basic understanding of client/server computing; ▪ Demonstrate excellence in first line support either at customer desk or via remote tools; ▪ Evidence of call escalation/closure complying with SLA criteria; ▪ Demonstrate Service Request delivery and resolution.

	<ul style="list-style-type: none"> ▪ Demonstrate basic understanding of ICT infrastructure and services.
--	---

BAR - Further progression dependent upon passing the ITIL Foundation course

<p>GRADE 7</p> <p>Technical Support Analyst (1st Line)</p>	<p><i>Entry level requirements - NVQ4 or equivalent or equivalent experience with evidence of managing own workload and excellent first line support skills. Evidence of team working and diagnostic skills in call handling procedures using a Service Desk Management System to appropriate Service Level Agreement criteria. Evidence of excellent customer care skills.</i></p> <p>Competencies to be achieved prior to progression to Grade 8:</p> <ul style="list-style-type: none"> ▪ Demonstrate successful first line support both on site and via remote tools; ▪ Evidence of initiative used; ▪ Demonstrate commitment to customer service and awareness of customer requirements; ▪ Demonstrate ability to absorb knowledge with a view to support of new technologies; ▪ Demonstrate specialist departmental knowledge in relation to software/infrastructure; ▪ Demonstrate understanding of corporate network infrastructure; ▪ Demonstrate proficiency in Service Request resolution unsupervised. ▪ Familiarity with PC networking and network printing and other ICT infrastructure services; ▪ Ability to use remote tools for software installation and configuration; ▪ Demonstrates high level of accuracy in following procedures.
--	--

BAR - Further progression dependent upon completing all relevant internal supervisory courses provided by LCC Learning and Development team

<p>GRADE 8</p> <p>Technical Support Analyst (1st Line)</p>	<p><i>Entry level requirements - NVQ4 or equivalent in an acceptable related field plus demonstrable experience of excellent first line support of PCs, printers and peripherals, OR entry level plus evidence of specialist knowledge in relation to infrastructures and software, including service desk management software packages and associated reporting tools, Must demonstrate excellent customer care skills.</i></p>
--	--

The post is a career grade post covering Grades 5 to 8 within Leicestershire County Council's grade structure. Details of the grades and are as follows.

Grade 5:	Pay Points 7, 8
Grade 6:	Pay Points 9, 10
Grade 7:	Pay Points 11, 12, 13, and 14
Grade 8:	Pay Points 15, 16, 17, and 18

The salary on which new appointees commence is usually within Grade 5, Grade 6 or Grade 7. The actual commencing salary is dependent upon experience and qualifications as defined in the Career Grade Scheme included in this job pack.

Progression through the Career Grade Scheme is dependent upon an annual review to determine skills and proficiency in carrying out work of a more complex nature. There is a requirement to achieve specified qualifications. Details are as follows.

- Progression to Grade 6 – SDI Service Desk Analysts course or equivalent
- Progression to Grade 7 - ITIL Foundation qualification required
- Progression to Grade 8 - Internal supervisory courses as provided by LCC Learning and Development teams

Provided that the appropriate qualification has been gained and the criteria laid down in the Career Grade Scheme met, the following will apply.

Two Career Graded increments in salary will become due each year. They will be payable on the date which coincides with the employee's date of appointment to the post.

In addition, one increment in salary will become due on each 1st April. However, this increment will be initially paid on the 1st April after the completion of 12 months continuous service in the grade. Further increments will be paid on 1st April each year thereafter.