

Job title: Service Desk Analyst

Department: Resources

Service: IT Service

Grade: E

Post reference number: JE1000003009

1 Job purpose

To provide a first point of contact to customers, processing requests for support, coordinating resolution with appropriate functions in line with the ITIL standards and procedures adopted by NCC. To actively promote knowledge management, self-service and alternate delivery methods to proactively manage customer demand.

2 Principal duties and responsibilities

- 1 The provision of first line support for incidents and service requests, logging and responding to all contacts from customers, including site visits, telephone calls, emails and self-service portal, communicating with customers in a professional, courteous, supportive and positive manner both verbally and in writing.
- 2 To maintain a composed and polite relationship with colleagues, who may be challenging when reporting incidents or making service requests; recognising the priority of the individual's issue in the wider context of IT service delivery.
- 3 Responsible for developing and maintaining a high level of personal familiarity with City Council Services, developments in the field of ICT technologies, and supported IT services and systems.
- 4 Comply with the Incident Management Process, Service Request and Major Incident Process and all other documented ITIL processes and where appropriate to identify and escalate incidents to the Senior Service Desk Analyst and/or Service Desk Manager when the situation requires such actions to take place.
- 5 To keep up to date with technical developments in appropriate areas of work ensuring that a good level of Incidents (c80%) reported by colleagues are resolved at first point of contact with the IT Service Desk.
- 6 To carry out initial diagnosis on all logged issues/incidents received at the Service Desk and take appropriate steps to resolve the fault and ensuring that all details are captured from the customer regarding the incident, using internal scripts within the service desk software, to accurately record the incident details and actions taken when trying to resolve and triage issues and to always follow documented Service Desk processes.

- 7 Participate in skills transfer development programme working with other areas of the IT Service in order to maximise the range of skills available for its delivery.
- 8 To prepare and deliver briefings to colleagues (including the preparation of materials as required) in the IT Service or in other services of the Council in relation to IT support

activities as directed by the Senior Service Desk Analyst or Service Desk Manager.

- 9 To arrange with colleagues to make "site visits" or to attend pre-booked appointments, where remote diagnostics are unable to rectify issues; carrying out repairs / replacement to restore services; liaising with colleagues to attain resolution where own expertise is insufficient.
- 10 To make recommendations for improvements to support systems and procedures and for additions and enhancements to the knowledge base.
- 11 As directed by the Senior Service Desk Analyst or Service Desk Manager to undertake customer satisfaction exercises including data gathering from customers and systems and analysis of qualitative and quantitative data to assess the success of the IT Customer Support Function.
- 12 To monitor corporate systems and networks, carrying out proactive support and maintenance, progressing incidents passed to appropriate second line services through the incident and problem management procedures, and producing reports.
- 13 To assist in fault diagnosis relating to voice and data technology at the Council's city wide sites as directed by the Voice and Data Function.
- 14 To undertake user and network administration tasks associated with corporate systems and the infrastructure, as defined within Operational Level Agreements.
- 15 Proactively keep the Customer informed of any progress on their incident/service request.
- 16 Responsible for taking ownership of customer complaints, to accept, further investigate and ultimately resolve any complex incidents that are received or that are passed from other IT Service Function or IT Leadership Team.
- 17 To ensure a consistently good quality of service is provided by the Service Desk / Customer Support Function and support any necessary changes to improve the delivery of service to customers.
- 18 To help maintain efficient records of work, systems documentation and charges to users, including the document and updating of procedures and processes with the team.
- 19 To observe the regulations in the Data Protection Act 1998, Computer Misuse and Abuse Act 1990 and Regulation of Investigatory Powers (RIP) Act, and adhere to published and operational City Council ICT policies and procedures at all times.
- 20 To ensure the confidentiality, integrity and availability of corporate information assets and systems and, where appropriate, ensure preventative measures are undertaken to help mitigate the risk of a security incident occurring including reporting any security breaches or exceptions.

- 21 To work outside normal office hours as necessary and to participate in an out of hours on call rota if required.
- 22 To proactively build and develop a positive reputation for the IT Service by acting as an ambassador when dealing with other colleagues, customers and external partners and ensuring a positive customer and citizen focused approach at all times.
- 23 To proactively implement and embed IT service management good practice, such as the ITIL Framework, in all areas of work and ensure that positive contributions to all parts of

the IT service management lifecycle are made at all times.

- 24 Contribute fully to the delivery of the Council's IT Strategy, and allied initiatives, which has a vision to provide a platform to develop and deliver consistently good quality, right first time, cost effective solutions and services that routinely surpass expectations and contribute to the successful transformation of Council service delivery and leads to improved outcomes for Nottingham's citizens.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

5 All staff must be aware of and adhere to the Council's Information Security Policy and IT Acceptable Use Policy. All employees have a responsibility to protect the Council's information and physical assets in accordance with these policies. Any breach of information security controls may result in disciplinary action being taken against them under the Council's disciplinary policy and may result in dismissal.

6 Numbers and grades of any staff supervised by the post holder.

None.

7 Post holder's immediate supervisor.

Senior Service Desk Analyst

Prepared by/author: Wendy Hopkins

Date: August 2020

Job title: Service Desk Manager

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

Person specification



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City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Knowledge	Awareness of a wide range of Microsoft systems such as AD, Exchange etc, along with DHCP, Citrix, VMware, VoIP and broad understanding of corporate applications.		●	●	●	
	Awareness of incident management and request fulfilment approaches for service delivery.		●		●	
	Awareness of IT security policies and Data Protection legislation.		●			
Experience	Experience of first line IT service desk and customer service functions in a complex corporate IT environment.		●	●	●	
	To have experience of incident management and request fulfilment in line with best practice frameworks.		●	●	●	
	Experience of using a recognised service management methodology such as ITIL.		●	●	●	

	Working experience of parameter modifications, developing workarounds or site specific enhancements, reconfiguring systems, changing operating procedures, training users and, where appropriate, amending documentation.		●			
	Experience of techniques for ensuring that full account is taken of customers real and stated needs in the delivery of IT services.		●	●	●	
	Experience of carrying out routine configuration/installation and reconfiguration of hardware and software.		●			
	Experience of providing customers with information on updates, known errors, changes in availability, new facilities, etc in plain English.		●		●	
Skills / Abilities	Ability to produce clear written and verbal communications and to update systems and databases accurately.		●	●	●	
	Ability to prioritise work and deliver results in a pressurised environment balancing conflicting demands to achieve acceptable outcomes.		●	●		
	Ability to troubleshoot networking; software and application problems.		●	●		
	Ability to be disciplined in approach to problems solving and adherence to technical specifications.			●	●	
	Ability to work under own initiative, in diagnostic testing and implementing solutions as advised by internal and external experts.		●			
Work to promote mutual respect and good relations	Awareness and understanding and commitment to the pursuit of equality of opportunity in terms of: <ul style="list-style-type: none"> • service delivery • employment practice 		●		●	
Work Related Circumstances	To be willing to work outside of core working hours as required.		●			
	Willingness to comply with the City Council's no-smoking policy.		●			
	To be able to undertake a Disclosure and Barring Service (DBS) checks with an outcome of satisfactory.	●				●

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