

<b>Designation:</b>	<b>Service Desk Analyst</b>
<b>Grade:</b>	<b>Stroud 4 to Stroud 5 (Career Graded)</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To work with the Service Desk Team in delivering a technical support service to ICT customers</b>
<b>Responsible to:</b>	<b>Service Delivery Manager</b>
<b>Responsible for:</b>	<b>No direct Supervision but assisting with Apprentices or work experience placement on work familiarisation</b>

## KEY DUTIES

### Grade 4:

- Responsible for progressing 1<sup>st</sup> and 2<sup>nd</sup> line technical support requests logged on the service desk system, including updating notes, escalating issues and communicating with customers to ensure that all involved are clearly updated on the latest position with all incidents and requests
- Accept tasks as allocated by the Service Delivery Manager as part of the service desk provision
- Staff the service desk customer point as required either via the rota or through a more ad-hoc arrangement to provide minimum cover on the desk
- Provide remote support as well as a customer facing service, offering assistance and problem resolution as requested by ICT customers
- Contribute to project delivery as required and instructed by the Service Delivery Manager
- Produce documentation and details of problem resolution to ensure that future repeat issues are closed quickly and with minimum effort
- Any other duties and responsibilities appropriate to the grade

### Grade 5

- Working with 3<sup>rd</sup> line support and suppliers to solve complex issues
- To work with Project Teams designed to enable and support organisational change and development
- Responsible for escalating incidents that are out of SLA to the Service Delivery Manger

- Assisting in work familiarisation for Apprentices or Work Experience placements
- Deputising for Service Delivery Manager and attend meetings.
- Work subject to deadlines involving changing problems, circumstances or demand

## SKILLS AND KNOWLEDGE

### Grade 4

- Educated to HNC/HND in a relevant ICT discipline or ability to demonstrate relevant work experience
- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with Service Desk ticketing systems
- Use of patch panels to make wall/floor ports live
- Ability to manage own time and workload
- A good knowledge of Microsoft Office/365 products
- Proficient in Active Directory – Creating users, Distribution lists and Security groups
- Creation of mailboxes Exchange 2016/Exchange Online
- Use of MDM solutions to manage iPhone and Android devices
- Knowledge of desktop imaging
- Diagnosing printer faults

### Grade 5

- Educated to degree, HND level in a relevant ICT discipline or ability to demonstrate relevant work experience
- Ability to research new and innovative technologies and implement accordingly
- Experience of problem solving
- Working knowledge across a wide range of software and hardware
- Proficient in Active Directory as well a Group Policy
- Ability to set folder permissions on Windows Server 2016 and 2019
- Windows Server 2016/2019 Administration
- Exchange/Exchange Online Administration
- Monitoring of Antivirus Software
- Deployment of software using SCCM
- Software patching of Desktops/Servers

Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.

## COMPLEXITY AND CREATIVITY

### Grade 4

- Responds to routine queries and complaints

Work requires the exercise of creativity within the general framework of recognised procedures

### Grade 5

- Respond to complex queries and complaints
- Helping to develop and deliver creative ICT solutions that demonstrate value for money

Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines

## JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

## RESOURCES

Little or no responsibility for physical or financial resources

## TRAVEL DESIGNATION

HMRC

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*