

(Tier 5)

Tier 5/ End User Analyst, Scale J

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| Directorate: Service area: | Resources Directorate – Enabling Services – ICT & Digital |
| Accountable to: | Team Lead – End User Services |
| Accountable for: | N/A |
| Politically restricted post | TBC |
| Delivery teams: | N/A |

Context

You will play an active role as part of our End User team working in partnership with our commissioning teams to design, deliver and support customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

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| Delivery responsibilities | ICT call management End user ICT trouble shooting ICT advisory service delivery |
| Key business measures | TBC |
| Statutory responsibilities (if applicable) | Not applicable. |
| Essential and Specific experience | A relevant degree, NVQ Level 3 or equivalent qualification or at least 2 years' experience in a 1st\2nd Line ICT Support environment Extensive experience working with different operating systems including Windows, Mac OS, iOS and Android Dealing with day to day, requests, incidents (break-fix issues) Experience of ITSM System such as Hornbill |

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| | <p>To maintain an excellent customer service in face-to-face, telephone or electronic interaction, always ensure that every customer is treated efficiently and in a professional manner</p> <p>The ability to independently interpret and analyse varied and complex ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner.</p> <p>Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing.</p> <p>The ability to organise own workload and decide priorities.</p> <p>The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.</p> <p>The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.</p> <p>The ability to cope in situations where there is an emotional demand arising from the work being undertaken.</p> <p>Experience of contributing to the development of ICT policies and procedures.</p> <p>The ability to use own initiative to respond independently to difficult problems and unexpected situations.</p> <p>Provides specialist guidance and some supervision to less experienced colleagues</p> <p>Taking ownership of incidents logged via 1st Line Support team, Self-Service and other support teams</p> <p>Support, configure, troubleshoot all Smartphones that are managed via InTune</p> |
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| | <p>Deliver/install Surface Pro's to offices across the County</p> <p>Carry out routine monitoring, logging and reporting tasks, taking defined action where appropriate</p> <p>Provide advice and resolving IT issues where possible and escalating unresolved calls where necessary</p> <p>Liaise with 3rd line colleagues and 3rd parties on behalf of our customers</p> <p>To create and maintain documentation on business processes</p> <p>To create, maintain and publish relevant support documentation in order to assist colleagues, customers in the quick resolution of their incidents and service requests and enable colleagues and customers to become more self-sufficient</p> <p>Assist users to make more effective use of systems, products and services, making detailed diagnosis of problems and advising known solutions where applicable</p> <p>Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility</p> <p>Maintaining the Libraries Staff network</p> <p>Maintaining the Libraries Public Network (PN) and VSmart</p> <p>Support our UniFlow printing solution, including MFD device.</p> |
| Desirable experience | <p>Professional Qualifications/Certifications (MCP, MCSE, MCDST, CompTIA A+)</p> <p>Working knowledge\experience of SCCM, Intune, Power Shell</p> <p>Proven ability to offer high level ICT support in an enterprise environment</p> |

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| | ITIL Foundation v3/v4 Knowledge of scripting software\applications for SCCM\Intune |
| Specific qualifications/and registration | Not applicable |
| Budget responsibility | Not applicable |
| FTE responsibility (line management) | Not applicable |
| Key stakeholder relationships | All ICT End Users 3 rd party enagement |

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

