(Tier 5)

Tier 5/ End User Analyst, Scale J

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 HROD service delivery team working in partnership with our commissioning teams to design and deliver 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 section and customers.

Specific role assignment

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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V1.0
*service = service, team, functions

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	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
	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.
	Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing.
	The ability to organise own workload and decide priorities.
	The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.
	The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.
	The ability to cope in situations where there is an emotional demand arising from the work being undertaken.
	Experience of contributing to the development of ICT policies and procedures.
	The ability to use own initiative to respond independently to difficult problems and unexpected situations.
	Provides specialist guidance and some supervision to less experienced colleagues
	Taking ownership of incidents logged via 1st Line Support team, Self-Service and other support teams
	Support, configure, troubleshoot all Smartphones that are managed via InTune

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	Deliver/install Surface Pro's to offices across the County
	Carry out routine monitoring, logging and reporting tasks, taking defined action where appropriate
	Provide advice and resolving IT issues where possible and escalating unresolved calls where necessary
	Liaise with 3rd line colleagues and 3rd parties on behalf of our customers
	To create and maintain documentation on business processes
	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
	Assist users to make more effective use of systems, products and services, making detailed diagnosis of problems and advising known solutions where applicable
	Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility
	Maintaining the Libraries Staff network
	Maintaining the Libraries Public Network (PN) and VSmart
	Support our UniFlow printing solution, including MFD device.
Desirable experience	Professional Qualifications/Certifications (MCP, MCSE, MCDST, CompTIA A+)
	Working knowledge\experience of SCCM, Intune, Power Shell
	Proven ability to offer high level ICT support in an enterprise environment

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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 3rd party enagagement

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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.

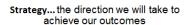**Our Values – The Warwickshire DNA**

High performing   Collaborative   Customer focused   Accountable   Trustworthy

Our Behaviours

do what we say

move with purpose and energy

focus on solutions

help people and communities to find their own solutions

build strong working relationships

be the best we can be

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

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