

## (Tier 5)

### Tier 5/ Service Desk Analyst, Scale H

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| <b>Directorate:</b><br><b>Service area:</b> | Resources Directorate – Enabling Services –<br>ICT & Digital |
| <b>Accountable to:</b>                      | Team Lead – Service Desk                                     |
| <b>Accountable for:</b>                     | N/A                                                          |
| <b>Politically restricted post</b>          | TBC                                                          |
| <b>Delivery teams:</b>                      | N/A                                                          |

### Context

You will play an active role as part of our ICT service 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 sector and customers upon contact.

### Specific role assignment

|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>Delivery responsibilities</b>                  | ICT call management<br>End user ICT trouble shooting<br>ICT advisory service delivery                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Key business measures</b>                      | Maintain a 60% First time fix rate and 96% Customer Satisfaction                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Statutory responsibilities (if applicable)</b> | Not applicable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Specific experience</b>                        | <p>To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.</p> <p>The ability to independently interpret and analyse varied ICT issues or situations upon contact and to resolve or assign to a team/individual with the skill to investigate further through to resolution.</p> <p>Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences.</p> |

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|  | <p>Experience of contributing to the development of policies and procedures</p> <p>To create, maintain and publish relevant support documentation in order to assist all staff in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.</p> <p>Receives and logs Incidents and Service Requests for support. Resolve where a first-time fix is achievable and escalate to the relevant team when necessary or liaise with 3rd party suppliers or contractors where appropriate.</p> <p>Carries out routine monitoring, logging and reporting tasks, taking defined action on simple problems.</p> <p>Reports unforeseen or exceptional events to supervisor. Carries out and observes all associated administrative and clerical procedures.</p> <p>Following agreed procedures and under supervision, receives and handles requests for information, and provides routine advice to users on systems, products and services which are available to them.</p> <p>Following agreed procedures and under supervision, receives and handles requests for support, and provides information to enable problem resolution and promptly allocates unresolved calls as appropriate.</p> <p>Under supervision assists users to make more effective use of systems, products and services, making initial diagnosis of problems and advising known solutions where applicable.</p> <p>Administration of Active Directory, Microsoft365 and other system(s) access including creating, deleting and amendment of accounts. This will include playing an active role in supporting the Starters, Leavers and Movers process (SLAM).</p> <p>Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.</p> |
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|                                                 | Any other general administrative duties as directed by supervisor.                                                         |
| <b>Desirable</b>                                | Previous use of Hornbill (ITSM tool)<br><br>ITIL Foundation v3/v4<br><br>Comfortable in supporting the Microsoft 365 suite |
| <b>Specific qualifications/and registration</b> | Not applicable                                                                                                             |
| <b>Budget responsibility</b>                    | Not applicable                                                                                                             |
| <b>FTE responsibility (line management)</b>     | Not applicable                                                                                                             |
| <b>Key stakeholder relationships</b>            | All ICT End Users<br><br>Problem & Major Incident Officer<br><br>ICT Management                                            |

## (Tier 5)

### 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

