Post:	Desktop Support Analyst	**Job Number:**	
Service:	ICT Services	**Post Number:**	
Location:	Friargate	**Grade:**	5

Our values:
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Deliver and manage the ICT Desktop Support service including the provision of specialised ICT support, advice, and guidance across a range of Council users and functions including Corporate, Schools, Libraries and Education, Youth Offending Service and other agencies and bodies as required.

Carry out duties to maintain the end-user hardware and software estate including specialised corporate or directorate applications to the required operating standards. This includes the build and deployment of new equipment, installation of software and the maintenance of hardware and software in line with the Service Level agreements (SLAs).

Main Duties and Responsibilities:

1. Contribute to the establishment of standards, approaches, processes, procedures and methods for desktop support.

2. Assist with the resolution of incidents, problems and service requests related to the desktop estate in accordance with defined processes and service level agreements (SLAs) providing both telephone based and desk side support as required.

3. Provide second line technical support for incidents, service requests and technical changes, and provide general advice and guidance on new and existing ICT Services.

4. Co-ordinate and plan second line support and third party resolution of incidents, events and service requests escalated to them, proactively keeping users informed on progress.

5. Provide scheduled on-site ICT support services, implementations, configurations and ad-hoc training as required with business units, agencies, schools and other related bodies.

6. Process service requests from the service catalogue and provide advice and guidance on items in the service catalogue and items that might need to added to the service catalogue.

7. Assist with the implementation of desktop change management, upgrades and configuration updates as per defined processes

8. Share knowledge effectively and update the knowledge base as per defined processes

9. Assist with the maintenance of the desktop and software asset inventory in accordance with defined processes.

10. Assist with hardware and software asset tracking and understand the performance of desktop estate and help develop plans to optimise it.

11. Assist with the maintenance of Desktop support documentation (including configuration data) so 1234567 that it is complete and up to date

12. Liaise with ICT Security on the resolution of any security incidents or issues associated with the desktop estate

13. Actively participate in cross functional project teams, representing the ICT End User Device Team, both internally within the Council and externally with other organisations and agencies

14. Liaise with 3rd party suppliers for incident management, problem management and delivery projects, ensuring that suppliers deliver services to agreed SLAs and provide value for money services

15. Follow defined processes to ensure that appropriate stock levels of desktop hardware and spares are maintained so that SLAs can be met

16. Assist with the provision of management information on the performance and status of desktop estate

17. Meet all agreed Key Performance Indicators, standards and Service Level Agreements with service users and service providers.

18. Work flexibly and participates in team-based activities

19. Support and provide cover for the End User Device team.

20. Provide out of hours service as required and agreed with ICT Management.

General Duties and Responsibilities:

1. Maintain, demonstrate and promote a culture of customer service

2. Communicate effectively, formally and informally, with colleagues, subordinates and users.

3. Be accountable for actions and decisions taken

4. Have responsibility for an area of work, including technical, financial and quality aspects.

5. Influence organisation, users, suppliers and peers on area of own specialism.

6. Develop business relationships with users.

7. Understand the relationship between own specialism and wider Council objectives.

8. Perform a challenging range and variety of complex technical or professional work activities.

9. Advise on available standards, methods, tools and applications relevant to own specialism

10. Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.

11. Demonstrate leadership.

12. Take initiative to keep skills up to date.

13. Mentor more junior colleagues.

14. Maintain an awareness of developments in the industry.

15. Advise on scope and options for continuous operational improvement.

16. Demonstrate creativity and innovation in applying solutions

17. Commitment to acquiring and sharing business and technical skills and knowledge

18. Demonstrate professional attitudes (e.g. customer focus, value for money)

19. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
Responsible for: Apprentices
Responsible to: End User Device Lead
Date Reviewed: July 2020
Updated:

Post:	Desktop Support Analyst	Job Number:	
Service:	ICT	Post Number:	
Location:	Friargate	Grade:	5

Area	Description

Knowledge:	• Good knowledge and understanding of how desktop support is carried out in a large, diverse organisation • Good understanding of current and emerging technologies and standards for desktop services • Understanding of ITIL v3 Foundation • Good working knowledge of MS Office products, Windows Operating systems and desktop hardware and peripherals • Knowledge of specialist corporate or directorate specific software applications or services across Corporate, Schools, Libraries and Education, Youth Offending Service

Skills and Abilities:	• Good communication skills by written, oral and electronic means appropriate to the relevant audiences • Good analytical, influencing and negotiating skills, ability to motivate others to consider and adopt alternative solutions • Able to build and maintain working relationships • Able to review and update technical documentation • Able to effectively prioritise own workload • Able to work to the available standards, methods, tools and applications relevant to Desktop support • Support and champion the culture and practices of active knowledge management and sharing • Demonstrate customer awareness and customer focus in the definition and delivery of services.

Experience:	• Experience of supporting desktop equipment in a large and diverse organisation • Experiencing of providing support within agreed SLAs • Experience of using support desk tools to manage workload and maintain accurate records of work.

Educational:	• A-Level or higher | Microsoft Certified Professional (MCP) | Demonstrable experience in industry supporting a Desktop Environment
	• Evidence of commitment to continued personal development

Special Requirements:	• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
	• A full UK driving license

Date Reviewed:

Updated: July 2020

Coventry City Council