

Job Description and Person Specification

Role: Desktop Support Analyst



Job Description

Job Title	Desktop Support Analyst
Grade	Grade 5
Service	IT & Digital
Reports to	End User Device Lead
Location	Hybrid: Friargate / Council House / City wide / Working from home
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role

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, and other agencies and bodies as required.

Carry out second line 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 & Key Accountabilities

- Provide second line technical support for incidents, service requests and technical changes, and provide general advice and guidance on new and existing ICT Services, providing both telephone based and desk side support as required.
- Resolve incidents, problems and service requests related to the desktop estate in accordance with defined processes and service level agreements (SLAs) and key performance indicators (KPIs).
- Assist with the maintenance of the desktop and software asset inventory in accordance with defined processes.
- Assist with hardware and software asset tracking, understand the performance of desktop estate, and help develop plans to optimise it.
- Provide scheduled on-site ICT support services, implementations, configurations, and ad-hoc training as required with business units, agencies, schools, and other related bodies.
- Contribute to the establishment of standards, approaches, processes, procedures, and methods for desktop support.
- 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.
- Assist with the implementation of desktop change management, upgrades, and configuration updates as per defined processes.
- Share knowledge effectively and update the knowledge base as per defined processes.
- Assist with the maintenance of Desktop support documentation (including configuration data) so that it is complete and up to date.
- Liaise with ICT Security on the resolution of any security incidents or issues associated with the desktop estate.
- Work with various stakeholders including external partners, to build, maintain and promote, effective working relationships.
- Follow defined processes to ensure that appropriate stock levels of desktop hardware and spares are maintained so that SLAs can be met.
- Work effectively within the team, share knowledge with other colleagues, work flexibility.
- Support and provide office cover for the End User Device team.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
Good understanding of relevant ICT standards.	
Good working knowledge of different desktop operating systems, Office applications, bespoke applications, desktop hardware and peripherals.	
Good understanding of current and emerging technologies and standards for desktop services.	
Good knowledge and understanding of how desktop support is carried out in a large, diverse organisation.	
Good knowledge of desktop endpoint management tools.	
Good understanding of strategies and procedures across the ICT service lifecycle including configuration management, change management and release management.	
Skills and Abilities	
Good communication skills by written, oral and electronic means appropriate to the relevant audiences at various levels, including elected members, senior management, suppliers, and customers	
Demonstrate customer awareness and customer focus to deliver excellent customer service	
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, update and create 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	

Experience
Experience of providing desktop support in a large, diverse, customer focused ICT organisation
Experience of providing support within agreed SLAs
Experience of using support desk tools to manage workload and maintain accurate records of work.
Experience of working within ITIL standards
Qualifications
Higher / further / appropriate educational qualification(s) or demonstrable equivalent experience
Evidence of commitment to continued personal development
Special Requirements
A driving license is essential. 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)

Date Created	May 2018	Date Reviewed	July 2023
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