Job Description and Person Specification

Role: User Support Analyst

Job Description

Job Title	User Support Analyst
Grade	4
Service	Digital Services
Reports to	User Support Lead
Location	9th Floor, Friargate
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 first point of contact for Digital Services, User Support Team. Processing and coordinating appropriate and timely responses to user IT incidents, service requests and queries. Where necessary fixing incidents, providing services, assigning to other teams for resolution when appropriate, monitoring and keeping users appraised of progress.

Support services including the provision of specialised ICT support, advice, and guidance across a range of Council users and functions including Corporate, Schools, Libraries and Education, other agencies and bodies as required.

Provide first and some second line User support, including all contacts via phone and via a Service Desk portal.

Main Duties & Key Accountabilities

Core Knowledge

- Provide first line technical support for incidents, service requests and technical changes, providing general advice and guidance on ICT & Digital Services.
- Provide advice and guidance on the usage of specific Corporate and Directorate software applications, including Corporate, Schools, Libraries and Education, and other agencies and bodies.
- Record and track the progress of incident and service requests for the User Support Team and escalate to other teams as required.
- Process service requests from the service catalogue and provide advice and guidance on items in the service catalogue and items that might need to add to the service catalogue. Contribute to the enhancement of the Service Catalogue.
- Make an initial diagnosis of incidents and service requests, resolve, if possible, at first line, or escalate to second- or third-line support or third-party suppliers, if complex, specialist or technical in nature.
- Preparation of IT equipment, including laptops and mobile phones for collection/retrieval from Smart Lockers
- Liaise with other ICT & Digital Services and third-party suppliers on the provision of quotes for the provision of hardware, software, and services for complex or specialist services.
- Ensure system management tools, knowledge base and asset inventory information systems are effectively updated to enable accurate tracking of progress and closure.
- Support the provision of management information on the creation progress and closure of incidents, service requests, and general advice.
- Promote user self-service tools to all users, providing advice and guidance when necessary.
- Input to the development and continuous improvement of user self-service functionality, providing guidance in the use of self-service tools to users when required.
- Handle all contacts to the ICT Service Desk in accordance with the defined procedures for incidents and service requests.

- Contribute to the design, implementation, monitoring and review of ICT & Digital Service Desk services, standards, processes, procedures, and work instructions.
- Maintain up to date knowledge of ICT & Digital Services policies and procedures to ensure that customer service is delivered in accordance with service standards and a professional image is presented to customers.
- Meet all agreed Service Desk Key Performance Indicators, standards and Service Level Agreements with service users and service providers.
- Work effectively within the team, share knowledge with other colleagues, work flexibility and participates in team-based activities.
- Actively promote the ICT Service Desk as a centre for service excellence.
- Provide out of hours service as required and agreed with ICT Management

General Duties and Responsibilities:

- Maintain, demonstrate, and promote a culture of customer service.
- Communicate effectively, formally, and informally, with colleagues, subordinates, and users.
- Be accountable for actions and decisions taken.
- Have responsibility for an area of work, including technical, financial, and quality aspects.
- Influence organisation, users, suppliers, and peers on area of own specialism.
- Develop business relationships with users.
- Understand the relationship between own specialism and wider Council objectives.
- Perform a challenging range and variety of complex technical or professional work activities.
- Advise on available standards, methods, tools, and applications relevant to own specialism.
- Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Demonstrate leadership.
- Take initiative to keep skills up to date.
- Mentor more junior colleagues.
- Maintain an awareness of developments in the industry.
- Advise on scope and options for continuous operational improvement.
- Demonstrate creativity and innovation in applying solutions.
- Commitment to acquiring and sharing business and technical skills and knowledge.
- Demonstrate professional attitudes (e.g., customer focus, value for money
- 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:

Person specification

Job Evaluation Code	
Knowledge	
Excellent understanding of first-class customer service	
Good working knowledge of ICT Service Desk functions, services, and system management tools.	
Good working knowledge of Desktop, Infrastructure, Server, and Application use in a large, diverse organisation.	
Excellent knowledge of MS Office products, Windows Operating systems, mobile phones, desktop hardware and peripherals	
Skills and Abilities	
Excellent written, verbal (telephone) and face to face communication skills	
Liaise effectively with a range of people from Council departments, schools, and partner organisations to develop and maintain excellent working relationships	
Demonstrate customer awareness and customer focus in the definition and delivery of services.	
Gather information from a variety of sources, identify key issues and provide advice to customers.	
Data and trend analysis and reporting	
Good keyboard skills	
Ability to organise and prioritise own workload effectively	
Ability to deal with difficult situations	
Experience	
Handling a wide range of enquiries and working within a customer focussed organisation	
Providing technical or complex IT advice and support to customers	
Diagnosing, troubleshooting, and resolving technical ICT incidents, problems, and events	
Using ICT Service Management Tools for maintaining progress of work records, undertaking software deployment, asset management, configuration management and reporting	
Working with a range of stakeholders	
Developing and maintaining documentation	

Working as a member of a team and contributing effectively to team initiatives	
Qualifications	
NVQ Level 3 or equivalent or qualified by experience	
Microsoft Certified Desktop Professional or equivalent or qualified by experience	
Special Requirements	

Date Created	June 2023	**Date Reviewed**	June 2023