



Coventry City Council

Job Description

Job Title:	ICT & Digital Service Desk Analyst	Job Number:	
Service:	ICT Services	Grade:	4
Location:	One Friargate		

Job Purpose:

Deliver and manage the single point of contact for ICT & Digital Service Desk through processing and coordinating appropriate and timely responses to user incidents, service requests and queries. Where necessary assigning to appropriate teams for resolution, monitoring and keeping users apprised 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 service desk support, including all contacts via phone, email, and via Service Desk portal.

Main Duties and Responsibilities:

1. Provide first line Service Desk technical support for incidents, service requests and technical changes, providing general advice and guidance on ICT & Digital Services.
2. 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.
3. Record and track the progress of incident and service requests for the User Support Team and escalate to other teams as required.
4. 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.
5. 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.
6. 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.
7. Ensure system management tools, knowledge base and asset inventory information systems are effectively updated to enable accurate tracking of progress and closure.

8. Support the provision of management information on the creation progress and closure of incidents, service requests, and general advice.
9. Promote user self-service tools to all users, providing advice and guidance when necessary.
10. 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.
11. Handle all contacts to the ICT Service Desk in accordance with the defined procedures for incidents and service requests.
12. Contribute to the design, implementation, monitoring and review of ICT & Digital Service Desk services, standards, processes, procedures and work instructions.
13. 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.
14. Meet all agreed Service Desk Key Performance Indicators, standards and Service Level Agreements with service users and service providers.
15. Work effectively within the team, share knowledge with other colleagues, work flexibility and participates in team based activities.
16. Actively promote the ICT Service Desk as a centre for service excellence.
17. 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 Equality, Diversity and Inclusion Policy.

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

Responsible for:

Responsible to: User Support Lead

Date Reviewed:

Updated: November 2020



Coventry City Council

Person Specification

Job Title:	ICT Service Desk	Job Number:	
Service:	ICT Services	Grade:	4
Location:	One Friargate		

Area	Description
------	-------------

Knowledge:	<ul style="list-style-type: none">• Excellent understanding of first class customer service• Good working knowledge of ICT Service Desk functions, services and system management tools• Use of customer self service in an operational environment• Good working knowledge of Desktop, Infrastructure, Server and Application use in a large, diverse organisation• Excellent knowledge of MS Office products, Windows Operating systems and desktop hardware and peripherals
-------------------	--

Skills and Abilities:	<ul style="list-style-type: none">• Excellent written, verbal 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:	<ul style="list-style-type: none">• 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
--------------------	--



Coventry City Council

	<ul style="list-style-type: none"> Working as a member of a team and contributing effectively to team initiatives
--	--

Educational:	<ul style="list-style-type: none"> NVQ Level 3 or equivalent or qualified by experience
	<ul style="list-style-type: none"> Microsoft Certified Desktop Professional or equivalent or qualified by experience
	<ul style="list-style-type: none">

Special Requirements:	
------------------------------	--

Date Reviewed:

Updated: November 2020