

JOB DESCRIPTION

Post: ICT Service Desk Analyst

Grade: Band D **Job Evaluation Ref: JE30**

District/Department: Joint ICT

Sector/Section: ICT Operations – Customer Support Team

Location: OCC, Wymondham

Reporting to: ICT Customer Support Supervisor

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

Provide telephone and desk side support to the business, diagnosing and resolving customer calls while tracking and recording the incidents and requests raised using the Marval call logging system.

2. Main activities of the role *(This list is not exhaustive)*

- Provide a single point of contact for all customers of ICT
- To undertake initial diagnosis of the incident, utilising the tools available and resolving as many as possible on initial contact in line with the agreed SLA's
- Responsible for reassigning tickets to 3rd line support teams where appropriate.
- Actively monitor ongoing incidents and escalate to Senior Service Desk Analyst where SLA may be breached.
- Install and configure desktop software.
- Administration of staff ICT accounts in accordance with Information and Security Policy.
- Contribute to creating Service Desk process maps and assist in keeping documentation up to date following all agreed processes and procedures
- Provide high quality technical or system expertise to our customers.
- Liaise and work with 3rd party suppliers
- Any other duties that are commensurate within the role and grade as maybe reasonably requested by management

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

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Essential Criteria

1. Demonstrate competent literacy and analytical skills
2. Proven experience of providing customer service within a call centre or Information Technology environment.
3. Demonstrate a sound working knowledge of Microsoft Office
4. Proven experience in working within a Microsoft Windows software environment
5. Demonstrate excellent verbal communication skills with the ability to communicate effectively with staff and officers at all levels
6. Demonstrate an understanding of ITIL and Service Desk Institute Best Practice
7. Ability to work outside of normal working hours on a regular basis as part of an ICT on call rota

Desirable Criteria

1. ITIL v3 Foundation Certificate
2. SDI Service Desk Analyst Qualification