

## JOB DESCRIPTION

|                                    |                                          |                           |
|------------------------------------|------------------------------------------|---------------------------|
| Job Title: IT Service Desk Analyst | Post No:                                 | Grade: HPL B              |
| Directorate: Hoople IT Services    | Division/<br>Department: IT Service Desk | Location: Nelson / Remote |

### Organisational information:

Responsible to: ICT Service Desk Team Leader

Professionally responsible to: ICT Service Desk Team Leader

### Dimensions:

Responsible for: Staff – None  
Budget – None

1. To be part of the team logging the 60000 calls made to the ICT Service Desk annually
2. To be part of the team undertaking 1<sup>st</sup> line support in resolving the 60000 incidents logged annually, working to established and set processes and procedures to resolve incidents satisfactorily and within SLA timescales for users
3. Responsible for 1<sup>st</sup> line support and resolution of incidents in relation to desktop devices, applications and enabling user access to systems, in accordance with established processes and policies, across Herefordshire Council, Herefordshire NHS organisations and other Hoople customers.
4. To provide excellent customer service to Herefordshire Council and NHS end users of ICT and other Hoople customers.

### Key relationships/Functional links with:

#### Internal:

- Other ICT Services colleagues and management
- All users of ICT within Herefordshire Council, NHS Herefordshire organisations and other supported organisations

#### External:

- Herefordshire Schools
- Herefordshire GP practices
- Herefordshire Partnership colleagues
- Suppliers of Council and NHS IT equipment
- Suppliers of Council IT and NHS software
- Outside service providers
- Customer Contact Centre
- Other Councils, Primary Care Trusts and hospitals
- Other Herefordshire partner organisations (e.g. voluntary sector, other public sector, other healthcare providers)

### **Main Purpose of Job:**

To provide an effective, professional and customer focussed ICT Service Desk service to the customers of the Council, NHS and all Hoople customers.

To provide effective front line telephone support, processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress

### **Main Responsibilities / Accountabilities / KRA:**

- To answer the telephone in a professional and customer focussed manner to deal with ICT end users' queries
- To log support requests and other requests in the ICT Service Desk software as accurately as possible with as much detail as possible so as to have enough information to assess and resolve the support request
- Prioritise customer calls and liaise with customers to ensure priorities are clearly understood and matched to real business requirements.
- Provide 1<sup>st</sup> line problem resolution for desktop support issues and applications
- Remote loading of software in accordance with licensing law, and departmental guidelines
- Ensure customers are updated on the status of calls
- Promote and adhere to corporate ICT policies and strategies
- To provide technical support using remote administration tools
- To enable end-user access to systems according to organisational policies and procedures
- Where not possible to resolve support requests within the ICT Service Desk, to assign the support request to the appropriate 2<sup>nd</sup> line support group for resolution
- Logging asset and equipment information into relevant databases for equipment and warranty management
- To escalate high priority issues appropriately within the department for resolution
- To maintain customer contact and update customers on the progress of support requests until resolved
- Interpret technical or procedure manuals on behalf of non-technical users and provide routine training in normal usage of systems, products and services, providing information on the full range of capabilities
- Promote and adhere to corporate ICT policies and strategies.
- Observe information security, data protection and network security guidelines, reporting breaches to ICT Services management.
- Adding to and maintaining the existing technical knowledgebase relating to desktop systems deployed and supported.
- Set up and maintain user access and network access to systems
- Manage own workload in an efficient and timely manner, prioritising work in line with customers' business requirements.

### **Job Activities:**

- To answer the telephone to deal with ICT end users' queries
- To provide the customer with a solution to his/her query or problem at the first point of contact, whenever possible.
- To provide an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting problems, progress checking, and ensuring all diagnostic information is provided for error resolution and incident

### **Frequency**

Daily  
Daily  
Daily

|                                                                                                                                                                                                                                                                                                                             |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| analysis                                                                                                                                                                                                                                                                                                                    |             |
| <ul style="list-style-type: none"> <li>To provide the customer with relevant information including support request reference and details of likely resolution timescales, providing information to enable problem resolution and promptly allocate unresolved calls as appropriate</li> </ul>                               | Daily       |
| <ul style="list-style-type: none"> <li>To provide technical support using remote administration tools and assist users in making effective use of desktop systems, products and services. Makes initial diagnosis of any problems and advise of known solutions where applicable</li> </ul>                                 | Daily       |
| <ul style="list-style-type: none"> <li>To work through the work lists of logged support requests and resolve requests according to agreed processes and procedures</li> </ul>                                                                                                                                               | Daily       |
| <ul style="list-style-type: none"> <li>To assign priority levels to support requests logged, according to severity and impact, and where required, highlighting high priority items to senior management or other ICT teams for swift resolution</li> </ul>                                                                 | Daily       |
| <ul style="list-style-type: none"> <li>To log asset and equipment information into relevant databases for equipment and warranty management</li> </ul>                                                                                                                                                                      | Daily       |
| <ul style="list-style-type: none"> <li>For all products, services and systems within the area of responsibility, demonstrate, install and commission desktop systems and their routine upgrades. Provides information on updates, known errors, changes in availability, new facilities etc</li> </ul>                      | Daily       |
| <ul style="list-style-type: none"> <li>To enable end-user access to systems according to organisational policies and procedures including network account administration, including email configuration, user account maintenance, security assignment and resource allocation such as sharing network printers.</li> </ul> | Daily       |
| <ul style="list-style-type: none"> <li>Desktop software fault analysis, diagnosis, repair, upgrade and resolution</li> </ul>                                                                                                                                                                                                | Daily       |
| <ul style="list-style-type: none"> <li>Configure and support desktop software according to specified requirements and local procedures</li> </ul>                                                                                                                                                                           | Daily       |
| <ul style="list-style-type: none"> <li>Chase call resolution in line with customers' business need.</li> </ul>                                                                                                                                                                                                              | Daily       |
| <ul style="list-style-type: none"> <li>Release approved All Email Users/Global email messages on behalf of the Council</li> </ul>                                                                                                                                                                                           | Daily       |
| <ul style="list-style-type: none"> <li>Maintain integrity of the Helpdesk database by ensuring all information logged is accurate</li> </ul>                                                                                                                                                                                | As required |
| <ul style="list-style-type: none"> <li>Liaise with external companies to support ICT service delivery, for example placing warranty calls and service calls</li> </ul>                                                                                                                                                      | As required |
| <ul style="list-style-type: none"> <li>Provide advice to users prior to office reshuffles or moves, and support to re-establish network facilities</li> </ul>                                                                                                                                                               | As required |
| <ul style="list-style-type: none"> <li>Provide advice and guidance on the use and purchase of IT equipment and software ensuring maximum benefit is obtained from existing and new technologies</li> </ul>                                                                                                                  | As required |
| <ul style="list-style-type: none"> <li>Ensure that relevant ICT policies are being applied and followed in the customer community</li> </ul>                                                                                                                                                                                | As required |
| <ul style="list-style-type: none"> <li>To carry out administration tasks of associated Service Desk processes and procedures</li> </ul>                                                                                                                                                                                     | As required |
| <ul style="list-style-type: none"> <li>To assist with documentation of solutions, installation notes and other activities related to the upkeep of Service Desk procedures</li> </ul>                                                                                                                                       | As required |
| <b>Other information:</b>                                                                                                                                                                                                                                                                                                   |             |
| <b>Disclosure type:</b> Standard                                                                                                                                                                                                                                                                                            |             |
| <b>Working pattern:</b> The post holder is required to work on a rota basis between 8am and 5.30pm Monday to Friday. It is possible that these hours will be extended or amended.                                                                                                                                           |             |



**Post term:** This is a permanent, full time post.

Line Manager Name:

Line Manager Signature:

Date:

Date Job Description last reviewed: 10<sup>th</sup> January 2022