



ICT 1st Line Support Analyst

JOB PROFILE

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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: ICT 1st Line Support Analyst	
Service Area: Transformation & Public Service Reform	Section: ICT
Reports to: ICT 1st Line Support Supervisor	Grade: 5
Position Number: CS8006	Gauge Reference:
<p>2. JOB PURPOSE</p> <p>To contribute to the delivery of a high quality customer focused First Line Support Service as part of the ICT Connect Team. To ensure all customers' requests, incidents and problems are logged and progressed swiftly in such a way as to deliver a robust reliable and cost effective ICT service which meets customers' needs and expectations as agreed in Service Level Agreements and Key Performance Indicators where applicable.</p> <p>Working at all Council locations, 1st Line Support Analyst is required to provide call handling, operational and technical ICT Support to WDC and partners.</p> <p>The post holder will be working on a rota basis covering</p> <ul style="list-style-type: none"> • Approx. 15% of work load involves call logging, fault finding, incident and resolution management and tracking requests raised via the ICT Service Desk, as well as dealing with suppliers. Call logging is also done on a face to face basis at some locations. • The remaining part of the role is based at any location, resolving ICT faults and requests which require onsite presence. This includes repairing equipment, installing memory, disks, etc. Carrying equipment between build rooms, storage areas and between locations and setting up and secure disposal of equipment on a daily basis are fundamental parts of role. • The role also involves the need to work at times in confined spaces (under desks) and up ladders to change bulbs, clean filters, check issues with projectors and audio visual equipment at agreed heights. <p>To target the industry standard of incidents and standard changes resolved within agreed time frame.</p> <p>To reduce the volume of incidents and standard changes passed to 2nd Line Support in line with annual decreasing target for individual and team.</p>	

To automate fixes and demonstrate a year on year reduction in number of incidents logged, to increase the use of online help by customers and volume of self-service guides available.

3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities)

Budget:

The post holder will have no direct budgetary responsibility, however will be expected to consider and take account of the financial implications while dealing with support responsibilities required for the efficient running of the 1st Line Support Service.

Staffing Direct:

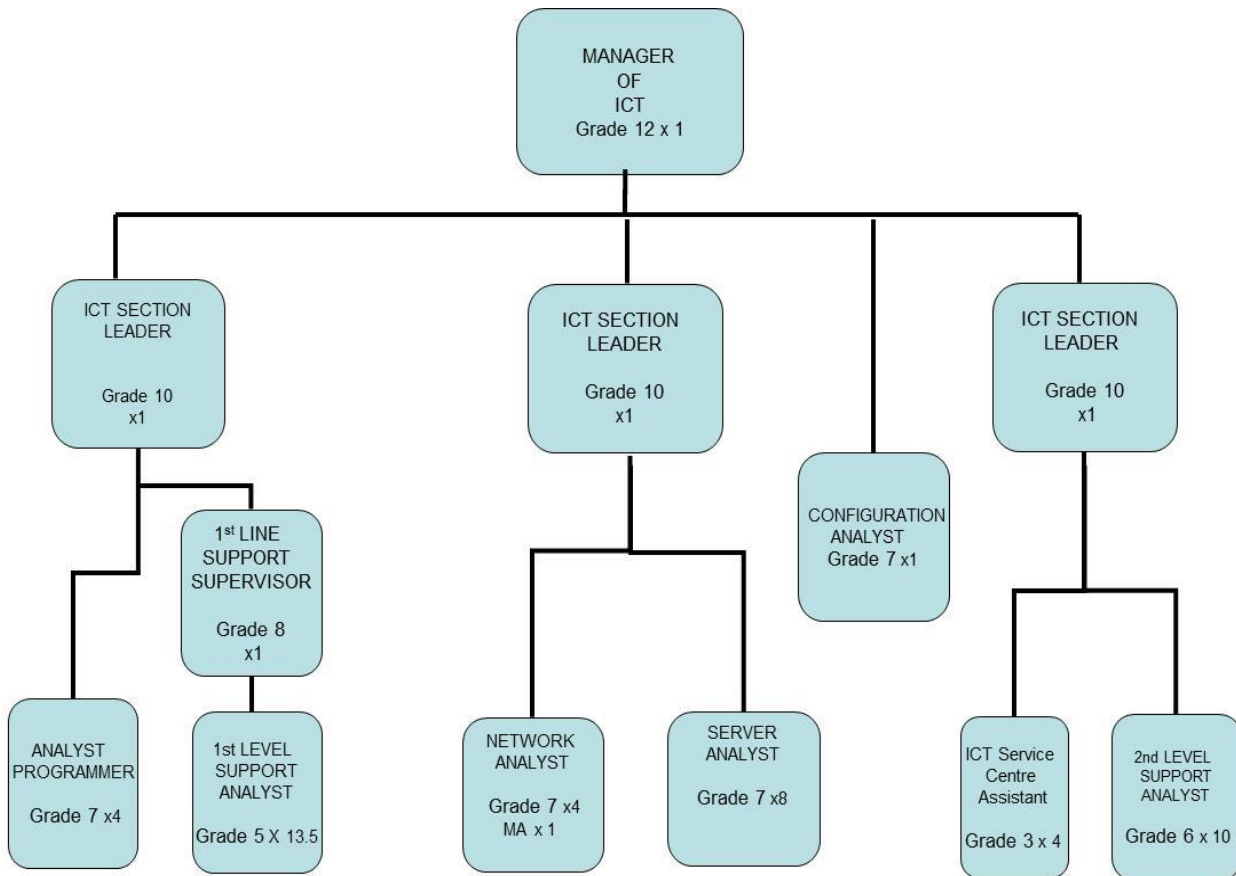
The ICT Section comprises approx. 60 staff. The post holder has no direct line management responsibilities but is expected to assist/mentor and provide training to all colleagues and customers.

Staffing Indirect:

The post holder has no indirect line management responsibilities.

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

ICT provides centralised ICT to all Departments (approx. 7500 PCs) and partner organisations and is part of Transformation & Public Service Reform Service Area within the People & Technology Section. The ICT Section provides a corporate ICT service through an integrated approach to resource planning and development, provision of centralised ICT expertise, ICT business partnering, ICT transactional and operational services.

ICT is responsible for :

- Managing the day-to-day delivery of all transactional ICT enquiries and services through 1st and 2nd line support services for all Council's PCs printers and telephone installations.
- Development and implementation of ICT strategy and policy.
- Provision of ICT-related tendering, procurement, contract and licenses management guidance and services.
- Provision of business application procurement, implementation, development and integration services in conjunction with 3rd party suppliers.
- Provision of server and database management, administration and development.

- Provision of data and voice development and management services.
- Provision of ICT security controls, procedures, monitoring and reporting.
- Provision of technical guidance and support on all routine and complex IT incidents and changes.
- Implementation and monitoring of service level agreements and service targets with the business.
- Supporting business transformation and change management.
- Support department change through development of business and benefits cases.
- Provision of ICT Business Partners.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- To ensure that Service Desk requests and incoming calls to the Service Desk are interpreted correctly and accurately recorded making consistent and effective use of the available call handling and Service Desk applications.
- Incident and service request categorisation.
- To act as the customer focused first point of contact and escalation for all First Level Service Desk calls and also to advise on services provided by ICT.
- Troubleshooting user problems and diagnosing and solving where possible at the first point of contact hardware/software faults e.g. PC's, laptops, printers, telephones, mobiles, servers, network, business applications, and user access.
- Provide timely and accurate first line guidance to ensure wherever possible issues are resolved satisfactorily and immediately.
- Talking customers through a series of actions or providing advice over the telephone or via our remote assistance facility using the relevant diagnostic tools where necessary.
- Following diagrams and technical instructions to repair a fault or set up a system or service on behalf of the customer.
- To automate processes and standardise procedures to ensure that IT Service requests are where possible self service requests or directed to appropriate IT support resource.
- Re-categorise incident and service requests at call closure stage to improve overall knowledge base information and accuracy.
- To ensure the application of appropriate processes, technologies and documentation to maximize effectiveness and efficiency of the service.
- Update and maintain knowledge database and relevant documentation and Work Instructions (WI).
- Develop new guidance and scripted self service to increase volume of self directed fixes.
- Where appropriate test fixes to ensure faults have been adequately resolved.
- Perform post resolution follow ups automation and documentation for requests and incidents.
- Supporting the roll out of new applications and ongoing support of existing applications.
- Dealing with escalated user access management requests received through the Service Desk application as per ICT Security Policy procedures.
- To provide 1st Line ICT and Audio Visual technical support and configuration set up.
- General maintenance of ICT and AV equipment.
- Install software/hardware and configure systems.

- Provide relevant operational services as required for the client departments to meet their business requirements.
- Undertaking pre defined and ad-hoc admin duties as required.
- To reduce volume and range of incidents and changes being escalated to 2nd and 3rd line support services or external application vendors.
- To ensure appropriate communication with customers where there are problems with or changes to the delivery of ICT services.
- Establish excellent working relationships with customers, suppliers and colleagues.
- Ensure Service requests are maintained against agreed Service Level agreements and Key Performance Indicators.
- To work with other teams within ICT to ensure a coherent customer focused service delivery.
- Maximise the Service Desk application by completing all call updates and correct categorisation.
- Maximise the availability of ICT Services and systems.
- Keep abreast of the latest developments, trends and processes in ICT.
- Research new tools, skills, processes for improving service delivery in ICT and for departments to deliver efficiencies, remove duplication and streamline business processes and systems.
- Ensure that Health and Safety guidelines are adhered to.
- Contribute positively to team effort in all areas of responsibility, maintaining high standards of service delivery at all times. Attend team meetings, training sessions and team events, participating in a positive manner.
- Carry out other such duties and responsibilities as required by the ICT Service.

7. PROBLEM SOLVING

The post covers all areas of ICT activity. ICT problems are often complex and diverse in nature arising from business change and developments, changing business process and systems affecting how services are delivered and resourcing of these services. Service Desk and Incident Management activities can range from those affecting individuals to incidents affecting all PC-based staff and partner organisations. This calls for specialist ICT responses, which in turn necessitates high levels of knowledge and judgement gained from considerable experience across all areas of ICT practice.

The post holder will be required to carry out script writing, report writing and a variety of command line tasks and duties as an integral part of the role. The regular writing and running of query scripts or command line instructions is essential in relation to the automation of repeat tasks, ad-hoc requests, diagnostics and problem solving and for usage analysis and monitoring.

Examples of these tasks and duties would be scripts or reports created or run by the post holder to identify the versions of a particular piece of software, age of equipment, last time software was used, to schedule tasks, and the processing of batch files.

The post holder will be expected to analyse issues and break them down into component parts, make systematic and rational judgements based on relevant information and to ensure that the incidents are accurately documented to reduce repeat incidents.

8. PLANNING

The post holder will contribute, through the First Line Support Supervisor, to the future planning of appropriate ICT Service Desk and First Line Support requirements.

The post holder will be required to prioritise their own workload effectively and ensure that they respond to Incidents and standard changes in accordance with defined Service Level Agreements and Key Performance Indicators. The post holder is required to ensure that they are working to defined targets, and contribute in the process of renegotiating any Service Level Agreements or Operational Level agreements with the First Line Support Supervisor.

9. ASSIGNMENT AND REVIEW OF WORK

Annual objectives are jointly agreed with the First Line Support Supervisor but within the scope of these objectives there is a broad framework of delegated authority to develop and progress initiatives autonomously.

Transactional & Operational work will be generated by the post holder through the ICT Service Desk application on a day to day basis or identified as appropriate by the First Line Support Supervisor.

Objectives are reviewed formally by the First Line Support Supervisor through the Performance Management Scheme, which requires formal feedback and performance assessment within a framework of competencies. There are regular informal meetings to discuss progress against the Section's strategy, Sections performance, Service Desk and Incident Management tasks and responsibilities, and any other updates on current issues.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder requires excellent communication skills with a focus towards customer service.

The post holder is required to provide help, assistance and training to the user population at various levels of grade and ICT competency.

Excellent listening and questioning skills combined with the ability to interact confidently with customers to establish what the problem or request is and where possible to explain the solution or provide a relevant update.

A significant part of the role requires the post holder to conduct investigation and research using a variety of systems, ICT websites and software providers' sites and literature while developing IT solutions and problem solving. When faced with user issues, significant questioning is required to identify users' issues and to achieve the 'one and done' goal. Due to evolving technologies, a high number of the problems encountered require investigation and research. These can be unforeseen network issues, phone problems, out of date license keys, issues with devices where the solutions are not always

immediately apparent. When solutions are found the ICT helpdesk system is updated as well as writing Work Instructions for fixes for repeat incident to share information with other ICT staff, which can then be drawn from going forward. The database expands daily as a result of the research and known issues identified.

To maintain effective liaison with customers at all times and to proactively market the ICT Service in order to instil confidence in it's capabilities and strengthen customer relationships.

The post holder will have to undertake regular one to one meetings and team meetings and provide feedback on individual performance.

The post holder will have to regularly communicate performance within their own service area, to other areas of ICT, and to ICT management.

External communications and working relationships:

Suppliers – regular contact with application vendors and hardware suppliers.

Partner Organisations – such as Valuation Joint Board, Police, Fire Service, Networks with other local authorities on a variety of issues and with Government Agencies

11. DECISION MAKING

The post holder operates within a framework of ICT and Council policy, however, he/she is expected to develop innovative and pragmatic solutions to support service needs, some of which, for example incident handling and security breaches, are not likely to be covered by policy or precedent. These solutions ensure consistency, effectiveness and efficiency across all council departments and mitigate risk to the Council and reduce costs associated with breaches.

Within the framework of agreed objectives, the post holder is expected to make decisions to progress Incident Management and standard changes as appropriate.

12. MOST CHALLENGING PART OF THE JOB

The post holder will be required to maximise the workload of the call handling and 1st Line Support Teams in order to reduce the volume and range of work that is escalated to 2nd and 3rd Line Support resources.

The post holder will be required to automate and develop procedures to maximise volume and range of self-service support undertaken by customers.

The post holder will be required to contribute and assist in the development and continual improvement of the service delivery within the ICT Service.

The post holder is required to meet predetermined Service Level Agreements and Key Performance Indicators. Professional knowledge and expertise is therefore critical in developing and continuously improving the service.

The post holder will be required to implement incident resolution for support calls under the responsibility of the 1st Line Support Analyst team.

The post holder is required to support, maintain and improve the customer experience.

13. GENERAL

Disclosure/PVG membership: PVG (Children).

Politically Restricted Post: In accordance with the Local Government and Housing Act, 1989 this post has no political restrictions.

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

Post Descriptor Prepared by: ICT Manager

Date: March 2015

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Educated to HNC level in an IT related discipline or equivalent experience.	
Training	
Evidence of ongoing Continuous Professional Development	Evidence of ITIL and 3-teir support
Experience	
Experience of working under pre determined timelines	Experience of implementing ICT strategy and policy
Experience of a wide range of ICT Technologies and practises	
Experience of dealing directly with customers	
Experience of dealing with people at all levels in an organisation	
Knowledge and Skill	
Strong interpersonal skills and ability to challenge, support, influence, and engage with managers and peers.	Ability to plan, manage and monitor workloads, balancing conflicting priorities and meet deadlines
Broad range of ICT knowledge across all ICT functions	
Ability to undertake research, obtain and collate information and utilise to solve incidents and problems.	
Ability to meet new situations with innovative responses taking in a range of considerations	
Ability to establish credibility, confidence and trust with colleagues and customers.	
Good written and presentation skills. Ability to prepare instructions and training material and the confidence to present them	
Ability to find innovative solutions.	
Disposition	
Ability to influence, persuade, question and challenge existing practice	
Personal commitment to playing a key role in the development of the organisation	
Self aware, able to exercise and demonstrate sound judgement, not only in making decisions but in when to seek advice and involve others	

Able to work both independently and as part of a team	
Works with integrity, maintaining effective working relationships	
Ability to meet new situations with innovative responses taking account of a range of factors.	