

## RUGBY BOROUGH COUNCIL

### JOB PROFILE

**Post No.****Post Title:** Senior Service Desk Analyst**Unit/Team:** IT & Digital Services**Grade:** Grade G**Service:** Digital and Communications**Reports to:** IT & Digital Services Manager**Issue Date:** April 2023

### PURPOSE OF THE JOB

This role is a senior hands-on position within the IT and Digital Services team delivering management and service activities in line with departmental standards, guidelines, defined delivery frameworks and operating practices.

The team uses its technical skills for the daily operational management, support, and development of the Councils' infrastructure and software as well as leading and supporting a host of projects. Working closely with IT and Digital Services Team colleagues, system owners, users and other stakeholders, you will bring your management and technical knowledge to support the team and wider council.

The role is responsible for the delivery of the technical system administration, development, and procedural activities, along with the delivery of the business as usual (BAU) functions. There will be a requirement to plan and undertake project activities and to provide specialist advice across a range of areas and to a wide audience, from colleagues to stakeholders.

- To actively lead the organisation's Service Desk function which is the first point of contact for the IT and Digital Services Team, delivering excellent customer service.
- To lead the operational elements of Service Delivery within the team ensuring all user enquiries are dealt with and both processes and documentation is in place for operational tasks.
- Consistently ensure the team delivers at the highest level of customer service, productivity, and technical proficiency.
- Support, mentor and manage the team, helping them to develop their technical and customer service skills.
- Represent excellence in service delivery, performance, and technical ability.
- To monitor team performance and provide reports for the IT & Digital Services Manager and service managers.

## **1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- 1.1 As first point of contact for service desk customers, answer common queries, diagnose, and resolve a wide variety of 1st line common and in-depth technical issues, including desktop support, supported systems, products and services.
- 1.2 Be responsible for call escalation, ensuring you work with other team leaders or service managers for escalations and speedy resolutions.
- 1.3 Instil the highest level of customer service experience, meeting the needs of general users, chief officers and members. Adhering to the highest standard of service desk KPIs and quality control standards.
- 1.4 Ensure all enquiries are logged and provide first-time fixes to common service issues.
- 1.5 Ensure at an operational level that calls/issues are logged, managed, updated and resolved within agreed SLAs, ensuring appropriate categorisation and priority level, exceeding standard quality control and productivity targets. Document incidents and requests accurately, recording all relevant information, ensuring all 1st line diagnostic steps are followed.
- 1.6 Maintain a high level of knowledge of current standard hardware and software configurations, operating procedures and advise colleagues and users how to make better use of the organisation's services and systems.
- 1.7 Maintain a high level of knowledge of the support and security policies and actively promote and uphold these.
- 1.8 Provide support and guidance to the colleagues within all aspects of service desk operations, and to assist the service lead and IT & DS Manager with additional duties as required.
- 1.9 Be the escalation point for the team in problem resolution, using creative problem-solving, collaborative behaviour and a pragmatic approach.
- 1.10 Actively develop yourself, seeking out opportunities and to seek feedback and learning experiences.
- 1.11 Instil a culture of high performance and service-oriented behaviour within the Service Delivery Team and the wider IT team.
- 1.12 Liaise with suppliers and customers to order the departmental client hardware and software and keep up to date associated records.
- 1.13 Support the raising and processing of orders and invoices.
- 1.14 Support the IT & DS Manager by ensuring accurate recording of assets, ordering and recharge.

- 1.15 To use and champion new technologies and equipment in the delivery of digital development.
- 1.16 To actively participate in wider team projects and squads and cross organisational projects and squads to be the voice of IT & Digital Services and to aid self-knowledge, skills and development.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 Be part of a culture of proactive and continual service improvement, helping to shape the vision for how to enhance the user experience of digital services.
- 2.2 Provide subject matter expertise and quality assurance where required to the team, colleagues, and wider council on key areas under your area.
- 2.3 Build operational relationships with suppliers, making sure services and products are delivered and aligned to industry best practice, regulatory and contractual requirements.
- 2.4 Involved with directing employed and contract staff/companies engaged under support contracts for specialist services and projects.
- 2.5 Assist the Manager, Leads and wider team with service delivery related activities on a day-to-day basis, including ensuring service levels and customer satisfaction levels are maintained.
- 2.6 Able to demonstrate the ability to maintain and improve data quality. This may be through analysis of faults, creation of data quality traps and education of process owners.
- 2.7 Excellent communicator with the ability to simply explain complex ideas, to mentor and lead others through change.
- 2.8 To assist in defining, maintaining, and delivering business continuity arrangements in conjunction with the IT and Digital Services Manager, other IT and Digital team members and corporate service areas. To participate in and facilitate emergency plan exercises and events and to be available outside of normal office hours as required.
- 2.9 Negotiate with suppliers to ensure the best price is secured for the best services; to assist in product evaluations and the implementation of new services.
- 2.10 To ensure that the appropriate controls, documentation, and inventories are in place to effectively manage and report on software licensing within the Council.
- 2.11 To assist in the management and enforcement of appropriate systems, processes, and tools to ensure they are secure and in compliance with all appropriate standards and regulations.

- 2.12 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

### **3. SUPERVISORY RESPONSIBILITIES**

To lead, mentor, coach and develop the Service Delivery Team and function in all aspects. Including but not exclusively dealing with sickness absence, holidays 1-1's and the contribution to the wider IT & Digital Services Team.

### **4. FINANCIAL RESPONSIBILITIES**

Responsibility for delegated spending within agreed budgetary limits.

Contribute to the accurate input, monitoring and tracking of procurement information to assist with accurate budget monitoring.

### **5. RESPONSIBILITY FOR ASSETS AND DATA**

To be responsible for all physical and non-physical service-related assets and data as agreed with and delegated by the IT & Digital Services Manager and other Lead officers.

To assist in defining, monitoring, and enforcing appropriate standards in relation to the management of physical and non-physical assets and data.

### **6. EXTENT OF PUBLIC CONTACT**

The role may require occasional work in public areas with occasional direct public contact.

Direct public contact may be required in relation to technical services that we provide and support direct to the public, including, but not limited to web technologies, self-service devices, and data services.

### **7. WORKING CONDITIONS AND ENVIRONMENT**

The service demands and requirements for this role mean that this is an office based role. It is expected that the role will be required to work from an office location 5 days per week.

There will be a requirement to visit our data centre locations, partner sites and organisations in relation to the role. There will also be a requirement to attend conferences, training and associated events from time to time.

There may be occasions where out of hours working will be required, for example attending a members meetings or in support of departmental work or unplanned remedial works.

**8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council’s rules and follow all reasonable management requirements. These are contained within: the Council’s Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

<b>Signed as agreed:</b>	
Postholder	Date

## PERSON SPECIFICATION

### Post: Senior Service Desk Analyst



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of leading, managing and supporting a small team within a Service Desk/Service Delivery function.	E	A/I
Experience working in a technical support team within a live support service with a range of diverse customer groups and needs.	E	A/I
Knowledge of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> line specialist support, with specific knowledge and experience within a Service Desk function.	E	A/I
Experience, knowledge and understanding of service delivery support procedures.	E	A/I
Experience of monitoring and reporting performance for individuals and teams.	E	A/I
Highly skilled in the use of tools, software and systems for access, security control and administration, such as, Active Directory, Office 365, Intune, Antivirus, email and web filtering and be fully proficient in all service desk key areas.	E	A/I
Demonstrable and excellent customer service skills, with the ability to consult and communicate clearly and effectively (orally and in writing), and to develop positive relationships that generate collaborative working.	E	A
Experience in the administration and support of end user technologies, solutions, and services.	E	A/I
Experience of understanding customer values and needs at varying levels of seniority or technical ability.	E	A/I
Experience of creating user guides, videos and documentation for systems, software, and processes.	E	A/I
Experience collating management information that is appropriate, concise and easy to understand.	D	A/I
Knowledge of cross-government procurement frameworks and processes.	D	A/I
Ability to solve complex problems in services that must stay up during problem resolution.	E	A/I
Knowledge of project and planning skills, including the evaluation, and establishing of requirements.	E	A/I
Excellent interpersonal, networking and negotiation skills, including the ability to successfully communicate complex issues coherently and persuasively.	E	A/I

Good people skills, with the ability to engage in a positive working environment in which equality and diversity are embedded in every aspect of the team's work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes	E	A/I
Understanding of and commitment to the Council's equal opportunities policies and ability to put these into practice within the context of this post.	E	A/I
Understanding of and commitment to achieving the Council's values and ability to put these into practice within the context of this post.	E	A/I
The ability to keep abreast of emerging technologies and working practices, and their application to IT & Digital Services service delivery.	E	I
The ability to gather information, interpret data and write reports, give presentations, and communicate both to a technical and non-technical audience, including attending member meetings out of hours from time to time.	E	A
The ability to promote a professional image of the Council and the IT & Digital Service with particular attention to customer care and delivering to set standards and KPI's.	E	A/I
The ability to effectively manage time and workload priorities.	E	A/I
The ability to work with a variety of team members within IT and the wider council.	E	A/I
Flexibility in hours worked including out-of-hours and working at short notice.	E	A/I
The ability to travel to other sites (specifically local and remote datacentres), partners and suppliers.	E	A/I
Hold a valid full driving licence	E	A/D
A commitment to work within our CANDO values	E	A/I
A degree in an IT related subject or relevant vocational qualifications.	D	A/D
Hold at ITIL qualification to at least foundation level.	D	A/D
Hold a project management qualification i.e., Prince 2, SIGMA 6, Agile.	D	A/D

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D