

Job Title: User Support Analyst EUD	
Job Evaluation Number	C225

JOB DESCRIPTION

Job Title: User Support Analyst EUD	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: EUD Services Team Lead or EUD Technical Team Lead	Band level: 3R
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: provide technical/service knowledge and assist in management of lifecycle management of all End User Devices, ensuring ICT EUD services are delivered within agreed Service Levels.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Provide technical/service EUD knowledge within agreed SLA's; fulfilling Service Requests in relation to end user devices. Ensure EUD Asset data is accurate and validated in line with SACM policy, ensure data and tools enable device optimisation and utilisation.
2. Support management of end to end device lifecycles in accordance with the EUD strategy, including device road maps and evaluation through to disposal, with a focus on supportability, usability and cost effectiveness.
3. Use management information to monitor and measure day to day EUD service delivery operations and performance and actively contribute to plans to address any issues with ICT and the wider business.
4. Ensure all service support documentation is of ITIL V3 quality and document control is in place for ongoing effective engagement with the Incident, Change, Problem and Request management areas.
5. Identify opportunities to deliver service improvement and/or cost savings across both Forces.
6. Engage the problem management process using trend analysis to identify root cause and recommend permanent resolutions to reduce service impacting incidents.
7. Support projects relating to end user devices, supporting the SACM team on asset and license management of all devices and associated software.

c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Reports directly to the End User Services Team Lead or EUD Technical Team Lead but works closely with Service Managers, Infrastructure Services, Project and Programme Managers, Business and force end users, Third party suppliers, ICT service desk and Facilities.

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Receives work in the form of specific objectives and / or work packages, and works regularly to standardised schedules and procedures.
Matrix manage the delivery of EUD services to the business, with no direct line management responsibility for the technical resources required.
Regularly required to work on the Forces' infrastructure over multiple locations and may be required to work off site with other forces as force collaborations expands.
Ability to engage positively with a variety of stakeholders from within both business and ICT teams. The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Able to understand (and articulate) how the application of ICT technology impacts the Forces' Policing and business objectives and processes.	E
2. Able to achieve significant outcomes through influence and persuasion rather than through direct line authority.	E
3. Relevant and proven experience in a broad range of EUD technologies including delivery and support methods.	E
4. Able to articulate technical issues to a non-technical audience.	E
5. Proven good communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.	E
6. Proven ability to work diligently, alone or within a team, to agreed schedules and procedures, with minimal supervision.	E
7. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. *	E
Additional comments: * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	