

Job Title: Service Desk Analyst	
Job Evaluation Number	B951

JOB DESCRIPTION

Job Title: Service Desk Analyst	Location: ICT – Kidlington
Job Family: ICT	Role Profile Title: BB2 Police Staff
Reports To: Service Desk Team Leader	Band level: 2P
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 support, advice and guidance to end users by analysing, diagnosing and identifying work around's to resolve incidents within the service level agreement.

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 support, advice and guidance to end users reporting incidents and technical issues to resolution within agreed levels agreed ITIL v3 Incident Management processes to achieve the department service level agreement targets.

2. Engage appropriately with other ICT technical support functions in order to support the incident resolution to reach the required service level targets.

3. Provide updates and communications as required to end users and ICT functions, at the appropriate level of quality and content in support of the incident management process.

4. Provide ICT interface and communications between users and ICT whilst managing incident issues in line with policies and procedures.

5. Ensure that their support is in line with the expected standards, taking ownership of the incident life cycle, and delivers the required customer survey satisfaction ratings.

Applicable to fully competent night/mini shift workers only:

6. Act as service recovery manager (for priority 1,2 and high priority incidents within both forces) to ensure the communications are maintained with the business and relevant stakeholders to enable business continuity

Additional Comments: The above allocation of percentages will vary for an apprentice within this role as they will be expected to spend 20% of their time undertaking development, including time spent completing the Infrastructure Technician apprenticeship.

c. **DIMENSIONS:** Include matters 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 in to the Service Desk Team Leader in supporting the Service Desk for the Forces.

Receives work in the form of specific objectives and from incident management queues.

Usually works on the ICT infrastructure for joint forces.

Is a recognised practitioner in call centre processing.

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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.

Fully competent

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. A good standard of education along with ITIL v2 or v3 knowledge or qualification.	E
2. Working experience within a service desk environment or technical environment.	E
3. Good communication skills (written and oral) with a proven customer focussed approach. Must be a team-worker who is flexible and adaptable but can also work with little direct supervision.	E
4. Good problem solving and trouble-shooting skills with the ability to think logically in a fast paced environment whilst maintaining high levels of accuracy.	E
5. Commitment to continued professional development.	E
6. Recent and relevant understanding of the Force's (or equivalent organisation) ICT systems (training given) .	D
7. Demonstrable basic skills and knowledge with at least one ICT technical area.	D

Apprentice

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. A good standard of education (a minimum of 5 GCSEs Grades A-C/9-4, one of which must be in an IT related subject).	E
2. Good communication skills (written and oral) with a customer focussed approach.	E
3. Ability of working within a team, showing flexibility and determination to meet goals.	E
4. Must be able to demonstrate an interest in and knowledge of Information Communication Technology and have the aptitude to provide advice to service users to resolve IT related problems.	E
5. The ability to problem solve and think logically in a fast paced environment whilst maintaining high levels of accuracy.	E
6. Commitment to achieving the Infrastructure Technician apprenticeship.	E