

# Recruitment information

## Job description and person specification

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<b>Your title</b>	ICT Service Desk Analyst
<b>Post number</b>	FCS 456
<b>DBS check</b>	This post requires Basic
<b>Your team</b>	ICT & Digital Services
<b>You would be based</b>	Civic Centre, Esher
<b>Your line manager</b>	Service Desk Manager



# Elmbridge Borough Council

*... bridging the communities ...*

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## About the role

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You will be a confident, effective communicator, passionate about customer service excellence with a proven track record of experience in an IT technical environment.

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## The main purpose of the role:

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1. To provide operational and technical support to 400 + end users across all Council departments, with responsibility of supporting the virtual desktop environment (Citrix), end-user devices, thin clients, laptops, MFD's and mobile devices (iPad and iPhone). Configuration, installation and support of all hardware and software supplied to the end user. Support for the MS 365 suite.
  2. Provide support and cover on the ICT Service Desk to support the technical function of the organisation as a whole.
  3. To proactively work with customers to suggest better ways of working and taking time to understand customer needs and requirements.
  4. Liaise with the Digital Development and Infrastructure teams and third-party partners when required.
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## Specific duties and responsibilities

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1. Monitor the ICT Service desk tickets, incidents and service requests, via the online portal. Ensure the logging of all incidents and requests have the appropriate level of information and are in line with the ICT Service Level Agreements.
2. To proactively communicate with customers as needed, in a highly customer focused manner, face to face, over the telephone, via email and the Service desk online portal.
3. Follow ICT Service Desk set procedures for logging and monitoring all support calls.

4. Taking ownership of tickets and ensuring successful completion within stated SLA, escalating of incidents and requests to third parties and colleagues where necessary.
5. Provide remote support to internal and external customers. If requested provide desktop support and support at remote sites, e.g. Depot, Centres for the Community.
6. Provide advice, guidance and training to the end users on the operation and use of the authority's corporate desktop and office systems software.
7. Assist with knowledge transfer across the teams.
8. Work a shift rota of early or late to cover the support hours required for the ICT Service Desk. When required cover absent shifts, possibly at short notice.
9. Administer ICT Training Room bookings, checking availability of room and compatibility of software required for training.
10. Assist third party support to gain remote access to the EBC servers and systems. When necessary, supervise third party support on-site engineers, assisting engineers to clear faults.
11. Run various regular routine procedure jobs, as set out in the ICT Service Desk support shift duties, updating records accordingly.
12. Any other duties as required.

#### **ICT Service Desk Support – desktop and mobile device support**

1. Provide desktop and telephony (Teams) technical support to our customers, including repairs, replacement of equipment, installations and upgrades of hardware and software.
2. Contract management of the mobile phone contract.
3. Configuration of iPhones and iPads and liaison with the end user for training on the device. Use of Apple Business Manager and MS Endpoint for the mobile device management.
4. Installation of hardware to the desktop e.g. thin clients, laptops, monitors, keyboards, mice, headsets etc.
5. Visit users at their desks to offer diagnosis and support where necessary.
6. Remote support to staff working from home including the use of TeamViewer and Citrix Director to remote onto a user's session to diagnose and support.
7. Provide detailed advice and support to our customers on the effective use of desktop systems and network services. Diagnose and resolve 1<sup>st</sup> line support hardware and software problems, document actions at all stages, liaise with suppliers and apply escalation procedures accordingly.
8. Maintain security and housekeeping on the Council's IT network office systems, including, following in-house set procedures;
  - Network accounts updates, password re-sets, unlocking accounts, deletion of leavers
  - Setting access controls
  - Monitor and release quarantined emails

- Monitor Citrix sessions
  - Usage reports
9. Deliver ICT systems introduction training to all new starters, providing on-going support on the Council's ICT network systems, Windows, M365 including Teams, Sharepoint, One Drive and various in-house corporate systems used in the authority.
  10. Maintain customer user guides/manuals/notices and publish on the ICT Service desk and Council intranet.
  11. Ensure that operational documentation for relevant system software products is fit for purpose and current.
  12. Supporting and maintaining the AV equipment in Council meetings rooms.

### **ICT Team Administration Support**

1. Maintain stock levels of consumable items for the ICT Department and order items of stock as required.
2. Raise the necessary purchase orders, goods receipts and invoices on the Council's financials system.
3. Record hardware purchases on the ICT Council's asset register. Following ICT in-house procedure on ordering and invoicing and recording Council's assets
4. Provide any additional administration support to the ICT team that may be required.
5. Keep up to date records of software licenses purchased.
6. Assist with ICT communications to Elected Members and Council staff.

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### **What's missing?**

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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### **Your conduct**

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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### **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## Health and safety

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## Personal and sensitive data

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## Talent development

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

**What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

<b>Insert title: ICT Service Desk Analyst</b>	<b>Post No: FCS 456</b>
<b>Team: ICT &amp; Digital Services</b>	<b>Hours: 36</b>
<b>Salary: Scale 4–6; SCP 18-28</b>	<b>Car Allowance C4</b>
<b>£29,028 – £36,666 (pay award pending)</b>	

**PERSON SPECIFICATION**

Key requirements	Desirable/ Essential	To be tested by: Application1 (A) Test (T) Interview (I)
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<b>Qualifications and Education</b>			
1	Educated to GCE A level or equivalent standard.	Desirable	A/I
<b>Experience</b>			
2	Experience of IT, communications, telephony (Teams) and mobile devices, including mobile device management (MS Endpoint), thin clients and laptops.	Essential	A/I/T
3	Experience of support desk and customer contact. Ability to understand and take account	Essential	A/I/T

	of end user/customer needs, able to converse appropriately.		
4	Understanding of hardware and software in use in the authority to carry out IT and/or telephone equipment installations and software upgrades.	Essential	A/I/T
5	Experience of Teams and Sharepoint.	Desirable	A/I/T
<b>Knowledge, skills and abilities</b>			
6	Excellent interpersonal and communication skills, with a high standard of Customer Care qualities.	Essential	A/I/T
7	Able to adapt to system technology changes.	Essential	A/I
8	Ability to follow set procedures accurately. Capable of record keeping and updating documentation, applying a consistent accurate approach with data inputting.	Essential	A/I/T
9	Well organised and practical, careful and confident with the handling of IT equipment.	Essential	A/I/T
10	Logical/analytical approach to problem solving. Can demonstrate a common sense and responsible attitude.	Essential	A/I/T
<b>Special requirements</b>			
11	Must be able to work on a shift rota to cover ICT Service Desk support hours. On occasions will be expected to cover absent shifts without prior notice due to sickness or unforeseen circumstances.	Essential	A/I
12	Must be willing to provide support to the sites external to the Civic Centre, using own transport to make visits to the sites, as and when support is required.	Desirable	A/I
13	Work co-operatively as part of a team with a flexible attitude to team roles, sharing knowledge, experience and skills to improve team performance.	Essential	A/I/T
14	Full driving licence and access to vehicle during working hours	Essential	A/I
15	Must be willing to have a Basic DBS, required for this post	Essential	A/I