

## JOB DESCRIPTION

### SECTION ONE

<b>Service:</b> IT	<b>Post Title:</b> 2 <sup>nd</sup> Line Service Desk Analyst <b>Grade:</b> 23-25 <b>Post Number:</b>
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### SECTION TWO

<b>Responsible to:</b> IT Service Desk Team Leads
<b>Responsible for:</b> -

### SECTION THREE – Overall purpose of job

<p>The IT Service Desk is the central point of contact for all IT related incidents and service requests. The role of the IT Helpdesk Support Analyst is to provide first and second line IT support for all staff at North Northants Council. The IT Helpdesk Support Analyst is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, in person (for walk-in customers) and self-service. The role requires the member of staff to have the ability to work unsupervised, and to use research skills and problem-solving techniques to successfully resolve incidents.</p>
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### SECTION FOUR – Principal Responsibilities

<ol style="list-style-type: none"><li>1. To diagnose and resolve software and hardware incidents, including operating systems (Windows) and across a range of software applications (including Microsoft Office).</li><li>2. To assist all our users with any logged IT related incident when called upon.</li><li>3. To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.</li><li>4. To accurately record, update and document requests using the IT service desk system.</li><li>5. To install and configure new IT equipment.</li></ol>
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6. To resolve incidents and upgrade different types of software and hardware.

#### **SECTION FOUR (continued)**

7. To resolve incidents with printers, copiers and scanners.
8. To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
9. To provide technical support for the audio/visual systems across the authority.
10. Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
11. Be a highly motivated team player with the skills and ability to manage changing priorities.
12. To create, maintain and publish relevant support documentation in order to assist all staff in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
13. Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.
14. Be willing to attend internal training as necessary to keep up to date with the latest technology and internal system processes.
15. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.
16. Work with relevant departments and the ICT Manager to identify, test and implement upgrades to systems software.
17. Responsible for maintaining and upgrading the Councils mobile devices.

**SECTION FIVE – Main levels of contact**

**Internal:** Staff throughout the organisation. Elected Members for NNC

**External:** Customers and Council partners.

**SECTION SIX – Special features of the post**

The postholder may be required:

- ◆ To work flexible hours including weekends and evenings. This may include covering up to 4 evening meetings a month.
- ◆ To be able to travel to all locations that NNC staff work at. Ability to travel efficiently within the county is essential.

**SECTION SEVEN**

Job Description prepared by: (Manager) ...Scott Neil.....

Date

Approved by: (Personnel) .....

Date .....

Agreed by: (Post holder) .....

Date .....