

JOB DESCRIPTION

JOB TITLE:	ICT Support Analyst
SERVICE:	ICT Business Delivery
TEAM:	ICT Service Support and Field Services
HOURS:	37
GRADE:	8 - 11
RESPONSIBLE TO:	ICT Service Support Manager or ICT Field Services Manager – ICT Business Delivery
BUDGET RESPONSIBILITY	None

MAIN PURPOSE OF THE JOB:

To receive and deal with calls to the ICT Service Desk via e-mail, telephone and fax in respect of ICT faults and requests for services. All calls to the Service Desk to resolve incidents or process requests for services are to be logged, classified and appropriate actions taken in accordance with agreed recording procedures

Where necessary, escalate calls requiring additional or specialist input.

The key objective for staff in this post is resolve incidents and restore normal working conditions for users within the agreed SLA target times.

The secondary objective is to maximise the number of calls that are resolved on initial user contact.

Engage in Field Service activities as and when directed to do so

This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies

MAIN DUTIES:

- Be part of the Service Desk Support or Field Services team providing continuous coverage over agreed periods to staff across the County and to Elected Members
- Incident resolution in accordance with defined ITIL processes in use within ICT Services

- Working at sites providing face to face support and undertaking health visits or assisting in ICT workshops for staff
- Undertake other duties as may be required from time to time to meet the general needs of the service

Key Tasks

1. Service

- 1.1 Communicate effectively with staff and partners involved in delivering the service to ensure that service provision is clearly understood and translated into action
- 1.2 Proactively monitor the ICT Infrastructure, gaining knowledge of networks and servers for communicating to users
- 1.3 Ensure calls, whether received by telephone, e-mail, in person or by other means are accurately recorded, reported and that appropriate action is initiated and completed
- 1.4 Provide diagnosis/correction of an issue or problem logged and where appropriate to escalate to the relevant in-house staff and/or external agencies
- 1.5 Track progress, and monitor actions taken on fault calls, to liaise with individuals and other organizations that provide support, and to escalate action as appropriate
- 1.6 Perform preventative maintenance tasks as appropriate

2. Resources

- 2.1 Advise on business process changes which may be required to improve service efficiency.
- 2.2 Working with the Service Operations Management team and other colleagues, compile details of Frequently Asked Questions (FAQs) and responses, for updating the central Knowledge Base

3. Customers

- 3.1 Ensure that customers are regularly consulted so that their needs and preferences are accurately identified and fulfilled.

- 3.2 Be familiar with, and to be able to advise directorate based staff on existing support contracts in operation and those that may be available
- 3.3 Ensure that complaints are handled in accordance with Departmental procedures and that outcomes are fed into service quality improvements.
- 3.4 Advise users on current ICT policy such as the Acceptable Use of ICT Guidelines and the Service Level Agreement.
- 3.5 In response to requests, to direct clients to sources of information and/or conduct further research to provide a full response directly to the client

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, subject to the needs of the service and in keeping with the general profile of the post.

For all staff - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
- Cooperate on all issues involving health and safety
- Use work items provided for you correctly, in accordance with training and instructions
- Do not interfere with or misuse anything provided for your health, safety or welfare
- Report any health and safety concerns to your line manager as soon as practicable

Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location

**OXFORDSHIRE COUNTY COUNCIL
SELECTION CRITERIA**

Post Number:	Post Title: ICT Support Analyst
CRITERIA	ESSENTIAL
Educational achievements, qualifications, training and knowledge.	<ul style="list-style-type: none"> • Holds the ITIL Foundation Certificate in Service Management • Competent in the use of ICT desktop equipment and standard applications • GCSE Maths and English or equivalent qualification
Experience	<ul style="list-style-type: none"> • Previous experience of working <ul style="list-style-type: none"> • In ICT Service desk operation • Within a customer facing operation • As part of a team • To deadlines
Job related aptitude and skills.	<ul style="list-style-type: none"> • Ability to think clearly under pressure and take appropriate action • An effective communicator, both orally and in writing • An ability to work with minimal supervision • Commitment to delivering a high quality support service • Proven ability to deal effectively and courteously with staff and clients at all levels • Evidence of reliability, good organizational skills, a systematic approach and an attention to detail • Able to follow internal procedures to ensure that data is entered accurately and consistently • Working knowledge of a traditional LAN environment
Job related competencies	<ul style="list-style-type: none"> • Active Communication – actively consults and supports the flow of communication through the organisation and provides a compelling vision to others. • Decision-making – makes clear decisions that take full account of risk. • Delivering Results- Consistently delivers stretching objectives through effective prioritisation • Customer focus – retains responsibility for high levels of external and internal customer service through active feedback and a strong understanding of

	<p>diverse customers</p> <ul style="list-style-type: none"> • Personal Effectiveness - Acts with high levels of trust and personal accountability and responds positively to change and opportunities for personal development
Personal qualities	<ul style="list-style-type: none"> • Actively supports the aims, objectives and direction of ICT both within the Service and across the organisation. • Adaptable and Flexible and maintains personal resilience in response to change and competing priorities • Able to work with competing and different priorities • Ability to actively manage change for the benefit of the service. • Good communication skills with a range of people and organisations. • Ability to establish and sustain productive relationships. • Ability to work on own and as part of a team • Accepts responsibility and accountability • Ability to identify improved ways of working and act/deliver on these • Ability to withstand pressure and remain calm in stressful situations.
Physical	<ul style="list-style-type: none"> • Non-smoker at work in accordance with OCC policy • Ability to lift and carry computer equipment and accessories
Equal Opportunities	<ul style="list-style-type: none"> • Commitment to and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.
DESIRABLE CRITERIA	<p>DESIRABLE CRITERIA</p> <p>Education and Training Good technical knowledge of hardware fault diagnosis and resolution</p> <p>Holder of or working towards an appropriate IT qualification such as MCP, MCSE or CNA</p> <p>Advanced ITIL qualification</p> <p>Experience</p>

	<p>Previous experience of working:</p> <ul style="list-style-type: none">• In a technical support environment• with suppliers of ICT services as a client• supporting Web-based applications.• Remote monitoring and management tools• Working in a public service environment• Working in a large multi-site environment <p>Job Related aptitude and skills</p> <p>A good understanding of one or more E-mail applications from a user and a support perspective</p> <p>Personal qualities</p> <p>Maintains political and strategic awareness</p>
--	---

May 2014