



Job Description and Person Specification

Job Title	Trainee Service Desk Analyst	
Post Number	P1208	JE Ref:
Grade	Grade 4	
Other Payments		
Job Family	Technical and Professional Services	
Service	Corporate Services	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37	
Accountable to	Team leader	
Date created/ reviewed	December 2016/September 2020	

JOB DESCRIPTION FOR TRAINEE SERVICE DESK ANALYST

Job Purpose

The purpose of this role is to provide first line IT support for internal council customers. As this is a trainee role the jobholder will be provided with relevant guidance and training in order to support the individual in becoming progressively independent in resolving routine IT queries and incidents.

Accountabilities

1. Provide high quality customer service and IT support to internal customers, ensuring that all contact is appropriately logged, using our IT Service Management tools ensuring accurate data entry. Being exposed to a wider range of IT issues and learning to resolve these, initially with the support and guidance of experienced colleagues.
2. To manage straightforward incidents, requests and problems ensuring that IT issues are recorded appropriately to support accurate IT data statistics. Ensuring more involved queries are appropriately escalated.
3. To be trained on how to create and disable user accounts. Undertaking the relevant steps in the starter/ transfer/leaver process
4. To be trained to install or reinstall software and to image or reimagine computers and handheld devices locally or using remote deployment tools.

5. With appropriate support, resolve or assist in the resolution of faults through face to face contact both at the Council Offices and other premises. Or provide remote assistance over the phone, and using instant messenger (when available) and through the use of remote support tools including SCCM
6. To be trained to reset passwords using agreed procedures to maintain system security
7. Receive, review and update documentation to assist with the resolution of incidents and the fulfilment of requests, seeking advice where appropriate. Where appropriate, encouraging and supporting customers to use self-service systems (where available) to log, update, follow up, receive updates and cancel calls.
8. To maintain accurate records relating to incidents, requests, assets, licences and other aspects of IT service management. This would also include assisting in the maintenance of IT Asset inventory, records of PC builds, software deployment and verification of the deployment of up to date anti-virus and software patch updates
9. To receive alerts and monitor the availability and performance of ICT systems using relevant tools

Demands

- To use and assist colleagues and customers in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, and other events designed to improve communication and assist with your development
- Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.

Working Conditions

- The service operates from 8am to 8pm, Monday to Friday, so you will be required to work as directed within these hours according to the needs of the service.

Other Employment Requirements

- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- At all times carrying out responsibilities/duties within the framework of the Council's Dignity at Work Policy/Equal Opportunities Policy.

Method of Assessment Codes

A	Application	T	Tests	R	Reference	D	Documentary	I	Interview	O	Other
---	-------------	---	-------	---	-----------	---	-------------	---	-----------	---	-------

Form	(online / at interview)	Evidence
------	-------------------------	----------

ROLE SPECIFIC PERSON SPECIFICATION				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	GCSE English and Maths at grade A-C or equivalent	X		D
Q2	Educated to 'A' Level standard or equivalent	X		D
Q3	Have or be willing to successfully obtain an NVQ Level 2/3 or ITIL qualification foundation level	X		D
Q4	Degree related IT qualification		X	D
Knowledge				
K1	Ability to remain calm and patient when dealing with challenging internal customers	X		I,T
K2	Excellent active listening skills,	X		I,T
K3	Able to provide technical information to non-technical colleagues in a clear and user-friendly manner	X		I,T
K4	A good technical knowledge of Microsoft Office and the following Microsoft products and <ul style="list-style-type: none"> o Exchange administration o Active Directory o Knowledge of and ability to work to standards such as Information Technology Infrastructure Library 	X		I,T
K5	Knowledge and commitment to customer service and equal opportunities	X		I,T
K6	Basic knowledge of networking		X	I

Experience				
E1	Some experience of working effectively in a front facing customer service role, where it has been necessary to provide high levels of customer care.	X		I,T
E2	Ability to prioritise work and follow procedures/protocols.	X		I,T
E3	Ability to create effective records.	X		I,T
E4	Ability to communicate clearly both orally and in writing.	X		I,T
E5	Ability to use initiative appropriately to solve customer queries.	X		I,T
E6	Proven ability to use ICT systems and tools		X	I,T
E7	Previous experience of providing IT support.		X	I,T
E8	Proven ability to communicate with colleagues with varying levels of ICT skills.		X	I,T

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification here on our website <https://www.stalbans.gov.uk/job-families>