



Role title:	Service Desk Analyst
Grade & salary:	Grade E (Successful applicants would normally be appointed on the bottom of the grade. Exceptions may apply).
Working hours/shift pattern:	22.5 Hours per week
Additional allowances:	Not applicable
Location:	HQ
Post reports to:	Service Desk Manager
Suitable for job share or part time:	Yes Please note, that due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.
Other considerations (e.g. travel)	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy. The successful applicant will be cleared to MV level vetting
Date last reviewed:	August 2018

Purpose and Description of Job Role:

The Service Desk will act as Single Point of Contact for Information Services, and is responsible for recording and handling all IS incident and requests, and for maintaining records on IS users and assets. The Service Desk provide a communications interface between the IS Department and all IS customers and suppliers. Members of the team have a responsibility to display a willingness and commitment to working flexibly within their role. You will be required to work collaboratively with colleagues both within the immediate team, within the wider Information Services Department and the Force as a whole to ensure that all calls are dealt with in a professional and timely manner.

Specific Roles and Responsibilities:

- To act as the single point of contact for IS for the Force and within the Region, demonstrating good customer service across all areas of the role.
- Ensure all incidents/requests reported by users are accurately recorded, classified and given initial support; resolving as many as possible initially and assigning unresolved incidents/requests to appropriate teams.
- To provide all levels of users within the Force with detailed advice and guidance on services and systems as necessary.

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- Track the resolution of incidents/requests so that they continue to be progressed within agreed service levels and escalate in accordance with agreed service level targets.
- Provide first fix support including password resets, investigating and resolving windows desktop issues, resolving user queries on Microsoft Office products and Force systems and diagnosing simple network and printer issues.
- Diagnose faults using support tools and techniques.
- Develop self-help facilities for users such as frequently asked questions, e-resources, aide memoirs, e-learning and simple training. Enabling users to self-help where appropriate.
- Provide an effective interface between users and internal and external service providers for incidents that cannot be resolved at first point of call, supplying all necessary diagnostic information in a timely and appropriate manner.
- Log calls with third parties ensuring procedures detailed in our Service Level Agreements are complied with.
- Regularly monitor the status and speed of the resolution of incidents/requests and be proactive in recommending changes to improve performance.
- To follow the Change Management process and representing the Service Desk at our Change Advisory Board when required.
- To apply and maintain specific procedures and security controls as required by organisational policy, and local risk assessments to maintain confidentiality, integrity and availability of Information Systems and Infrastructure components.
- To ensure that all hardware and software assets are recorded accurately and maintained in line with the agreed process.
- In accordance with financial regulations and procurement processes, order equipment and relevant items in a timely and accurate manner to maintain effective service delivery with the ordering department.
- To work collaboratively to ensure that effective communication channels are established and maintained.
- To contribute to continual service improvement from IS to customers.
- To carry out any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post.
- To uphold the Force's Values of Performance; Innovation; Responsibility; Respect; Integrity

Skills & Experience Required:

Essential:

Education

- GCSE Grade C or above in Maths and English (or equivalent)

Experience

- Demonstrable experience of working in an ICT support environment providing a high level of customer service.
- Effectively and timely resolving a range of routine and complex ICT problems.
- Experience of using Service Desk software eg BMC Remedy, LANDesk.
- Research and developing, writing and implementing ICT Helpdesk procedures and processes (Scripts, knowledge base, FAQs etc).
- Ability to be flexible and respond to changing demands in workload.
- Experience of prioritising tasks for own work and for incoming calls.
- Experience of updating and maintaining records.
- Sound IT literacy, including key skills and application of MS Windows Operating systems and software.
- Supporting diverse hardware/software platforms.
- Excellent communication, both verbally and in writing.
- Ability to learning new procedures and to follow processes and scripts where applicable.

Desirable:

- Knowledge of ITIL processes or Service Desk qualification.
- Experience of working in an IT Service Desk environment.
- Knowledge of Systems development lifecycle.

Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with Others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem Solving & Innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and Organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

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Communicating & Influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal Development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering Results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer Focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational & Technical Awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.

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