



### Job Description

Service:	3CICT
Job title:	Desktop Analyst
Grade:	E
Hours of work:	Full-Time (37Hrs)
Responsible to:	Desktop Analyst Team Leader
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	None

**Purpose of Post:**

To be a participating member of the second line Service Desk team responsible for operating the Desktop support function within the ICT Shared Service providing ICT services to our three partner Councils.

To support the Desktop Analyst Team Leader(s) in the development and delivery of the ICT Service Plan and Service Improvement planning.

To provide ITIL second line Service Desk technical support to the user base of the three partner Councils (c.1800 staff) and to support Democratic Services Teams with assisting their elected Members with ICT issues.

To provide technical input and active participation in project work delivery (as required).


Key Deliverables:

1. To provide technical support within a skilled Desktop support function:
  - to analyse & resolve IT incidents with a varying degree of complexity across three partner Councils
  - Provide ITIL Second Level Service Desk functions for the partnership
  - to maintain system performance across the 3C ICT estate
  - to provide support for in excess of 150+ Corporate systems
  - determine the priority of incidents with users/Desktop Analyst Team Leader
  - to maintain security of the Councils' IT assets, along with safety, confidentiality and integrity of data held within Council computer systems
  - to provide where required bespoke IT guidance to the ICT Shared Service user base.
  - to administer and help support the Councils' telephony system(s) in conjunction with 3<sup>rd</sup> party vendor.
  - to maintain and audit inventory of computer assets & software licences
  - to review operational processes, identify any abnormalities and update information as required
  - to perform daily operational tasks such as server checks, system backups and data transfer routines
  - Carry out change management processes to the required standards when dealing with user requests
2. To contribute in IT projects involving the Desktop Team and have a technical input where necessary.
3. The post holder will be required to take part in an out-of-hours system support rota (for which an additional allowance will be made).
4. Undertake any other duties of a similar level and responsibility as may be required from time to time.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<ul style="list-style-type: none"> <li>• Knowledge of leading Service Desk call logging software</li> <li>• Knowledge of current Microsoft Operating Systems</li> <li>• Good practical knowledge of ICT infrastructure management (Active Directory, Intune, SCCM etc)</li> <li>• Excellent knowledge of computing trends</li> <li>• NVQ Level 4 or above in IT</li> <li>• Obtained or studying towards an IT support qualification (MCSE, CompTIA etc)</li> <li>• Baseline DBS personal security check will be completed.</li> <li>• Full UK Drivers licence and access to access to a vehicle to enable travel between sites.</li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> <li>• High awareness of Customer Care – the Desktop Analyst role is a high-profile function delivering its services to the whole of the three partner Councils.</li> <li>• Able to work well under pressure and at a high work rate to meet project deadlines and meet agreed Service level Agreements (SLA)</li> <li>• Ability to use initiative and diagnose a high proportion of users' problems without referral</li> <li>• High level of technical skills, troubleshooting PC hardware, software &amp; networking issues</li> <li>• Sound technical skills in Windows 10/11 along with Office 365 product suite</li> <li>• Excellent inter-personal skills: diplomatic and able to inspire user confidence</li> <li>• Ability to determine appropriate work priorities and manage workload effectively</li> <li>• Identifies opportunities to make the organisation more competitive and efficient.</li> <li>• Promotes and demonstrates continual improvement and self development</li> </ul>

	<ul style="list-style-type: none"> <li>• Generates new ideas and creative solutions</li> <li>• Applies existing methods in new ways or new situations</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> <li>• An understanding of technical IT issues to enable discussions with internal and external technical specialists.</li> <li>• Ability to write short reports and recommendations based on sound technical understanding and logic.</li> <li>• The Councils' computer systems are increasingly complex and diverse - the postholder will need to have a sound overall grasp of all the Councils' systems and work competently within this environment as well as interpret complex information</li> <li>• Problem solving and analysis of fault scenarios under pressure with competing demands &amp; conflicting priorities. The post holder will be required to work well using their own initiative with minimal support from others.</li> <li>• Ensures the effective and efficient use of time and resources</li> <li>• Identifies what is required before each task can be begun or completed</li> <li>• Monitors progress against the plan and acts accordingly</li> <li>• Supports and motivates others, encouraging them to achieve their goals, in alignment with organisational goals</li> <li>• Includes financial factors in their analysis and decision-making</li> <li>• Challenges the status quo: suggests new approaches to old problems</li> <li>• Makes effective decisions under time pressure</li> <li>• Balances risks and benefits of various options and decisions</li> </ul>
<p><b>Decision making and Impact on others</b></p>	<p>This role has a direct impact on employees across all three Councils to be able fulfil their daily duties. On a daily basis you'll be</p>

<p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>required to resolve issues and assist to achieve a more productive outcome.</p> <p>You will need to be able to:</p> <ul style="list-style-type: none"> <li>• Presents your views persuasively: both upwards, downwards (and sometimes externally to 3<sup>rd</sup> party support reps.)</li> <li>• Demonstrates confidence in their position to assure customers.</li> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Explores the customer's situation with them to develop a fuller understanding of the underlying need</li> <li>• Delivers what they have agreed with the customer</li> <li>• Takes action to exceed customer expectations</li> <li>• Advocates customer satisfaction as a key value for themselves, the Shared Service and the council</li> <li>• Deals effectively with dissatisfied customers</li> </ul>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p><b>CONTACTS (INTERNAL: 70 %, EXTERNAL: 30 %)</b></p> <p>Internal: most computer users will have contact with the post holder at some point - these may be Officers or also occasionally Members of the Council</p> <p>External: There will be a need to contact external suppliers of services (eg for the support of hardware)</p>
<p><b>Personal attributes &amp; other requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<ul style="list-style-type: none"> <li>• Is prepared to adapt their approach to overcome obstacles</li> <li>• Responds constructively to a change in agenda or priorities</li> <li>• Revisits their decisions when presented with new information</li> <li>• Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</li> <li>• Re-prioritises appropriately when faced with a change in requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge</li> <li>• Shares innovative practice with others</li> <li>• Takes responsibility for the outcomes and impact of their decisions</li> <li>• Considers all relevant data when making decisions</li> <li>• Considers diversity issues when making decisions</li> </ul>
<p><b>HDC values</b></p> 	<p><b>Example:</b> The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Huntingdonshire District Council is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.