

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Service Desk Analyst	Current Grade:	A006
Department:	Technology	Area:	Force Headquarters
Reports To:	Service Desk Team Leader	No of Posts:	7
Level of vetting:	MV	Post Number(s):	A10(0373/0540/0492/0968/1080/0533)

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration.

The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

C. DIMENSIONS OF THE POST: *The key statistics associated with the post*

Financial – Direct or Non-Direct

Direct: None Non-direct: manage the procurement process for specified Technology purchases from capital and revenue budgets across the force.

Staff Responsibilities – Direct or Non-Direct

Direct: None Non-direct: None

Any Other Statistical Data

Part of a team of 6 staff who collectively handle around 2,500 calls every month of which, around 65% are resolved by the analyst. The team provides a single point of contact for all IT matters for all 5,000 officers and staff.

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Skills Framework for the Information Age

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).

Service management

Service operation	0	1	2	3	4	5	6	7
Security administration								
Applications support								
Network support								
Problem management								
Service desk and incident management								

Service management

Service operation

Security administration - Level 3: Apply:

- Investigates minor security breaches in accordance with established procedures.
- Assists users in defining their access rights and privileges, and operates agreed logical access controls and security systems.
- Maintains agreed security records and documentation.

Applications support - Level 3: Apply:

- Identifies and resolves issues with applications, following agreed procedures.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

Network support - Level 2: Assist:

- Assists in investigation and resolution of network problems.
- Assists with specified maintenance procedures.

Problem management - Level 3: Apply:

- Investigates problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

Service desk and incident management - Level 3: Apply:

- Receives and handles requests for support following agreed procedures.
- Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate.
- Maintains records and advises relevant persons of actions taken.

E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 3 Role*

- Autonomy - Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.

- **Influence** - Interacts with and influences department/project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.
- **Complexity** - Performs a broad range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to problem definition and resolution.
- **Business Skills** - Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

First point of contact between Technology and all internal customers. Contact with all colleagues within the Technology Department.

External

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Qualifications and Training:

Accredited to ITIL Foundation Level or higher

A good standard of general education plus European Computer Driving Licence or equivalent

Experience:

Good experience of working in a busy Technical Service Desk environment providing 1st and 2nd line support for a broad range of mission critical systems and services.

Knowledge:

Good knowledge of best practice customer service processes

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service			☐		
Effective Communications			☐		
Initiative			☐		



Interpersonal Relationships			☐		
Problem Solving			☐		
Teamworking			☐		
Technical	0	1	2	3	4
Intel based end-user hardware				☐	
MS Active Directory			☐		
MS Exchange 2003 and 2010			☐		
MS Office Suite 2003 and 2010				☐	
MS Outlook 2003 and 2010				☐	
MS Windows Xp and 7				☐	
Printer installations and trouble shooting			☐		
Service Desk or Incident Management Software (any)				☐	

Business

Customer Service - Level 2: Working Experience

- Keeps customers up-to-date on the progress of the service they are receiving and changes that affect them.
- Ensures service is provided to customers during critical periods.
- Puts customers issues in order of priority and addresses most pressing concerns.
- Looks for ways to add value beyond customers immediate requests.

Effective Communications - Level 2: Working Experience

- Recalls others main points and takes them into account in own communication.
- Asks clarifying questions and summarises or paraphrases what others have said to verify understanding.
- Elicits comments or feedback on what has been said.
- Maintains continuous, open and consistent communication with others.

Initiative - Level 2: Working Experience

- Maintains a sense of purpose, value, and ownership of work.
- Tries varied approaches and solutions to resolve a problem.
- Persists when marked difficulties arise.
- Takes action to avoid an imminent problem.

Interpersonal Relationships - Level 2: Working Experience

- Presents oneself in a professional manner to maintain image and credibility.
- Builds strong relationships with others inside and outside their own area of work.
- Cooperates and works to gain support and commitment from others when performing tasks.
- Engages with others and exchanges knowledge, including people outside the team when appropriate.

Problem Solving - Level 2: Working Experience

- Identifies standard problems based on a range of factors, most of which are clear.
- Identifies options for solving a problem and evaluates the relative strengths and weaknesses of each option.
- When predefined solutions are not applicable, identifies straightforward, practical solutions.
- Verifies problems have been solved.

Teamworking - Level 2: Working Experience

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Gives credit and acknowledges contributions and efforts of other team members.

Technical

Intel based end-user hardware - Level 3: Extensive Experience

MS Active Directory - Level 2: Working Experience

MS Exchange 2003 and 2010 - Level 2: Working Experience

MS Office Suite 2003 and 2010 - Level 3: Extensive Experience

MS Outlook 2003 and 2010 - Level 3: Extensive Experience

MS Windows Xp and 7 - Level 3: Extensive Experience

Printer installations and trouble shooting - Level 2: Working Experience

Service Desk or Incident Management Software (any) - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

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Evaluation Panel:		Date:	13 Nov 2014

Appendix: Legend

