


Job Description

Department:	ITDS
Division/Section:	Corporate Services
Job Title:	AskIT Analyst
Post No:	TBC
Grade:	6
Reports to:	AskIT Team Leader
Organisation Chart: Show immediate manager and any jobs reporting to this post.	 <pre> graph TD A[AskIT Team Leader] --> B[AskIT Analyst] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0

Size of budget: (Per annum)	- state whether <i>accountable</i> for (i.e., budget holder) or <i>accounting</i> for (e.g. monitoring) N/A
Job Purpose:	<p>Reporting into the AskIT Team Leader, AskIT Analysts provide the first point of contact for the logging, resolution and management of all service requests and enquiries to the ITDS Servicedesk, responding in accordance with agreed ITDS procedures, policies and practices and within the terms of Service Level Agreements.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • Answer calls • Use Live Chat • Staff the AskIT Desk for walk ins • Hand out equipment • Take in equipment • Setup users • Resolve issues • Provide advice and guidance

Main Duties and Responsibilities:

<ul style="list-style-type: none"> • Respond to and resolve service requests and queries across the full range of supported services in accordance with agreed service standards and operating procedures in order to achieve O/SLAs. • Engage through multiple channels including but not limited to <ul style="list-style-type: none"> ○ AskIT Desk ○ Live Chat ○ Telephone • Identify and refer specialist, and particularly complex service requests to the appropriate specialist, service team or contractor and monitor and liaise on the progress of those matters through to resolution to ensure compliance with O/SLA targets. • Ensure that all service requests and the associated details and actions are entered into the appropriate systems in an accurate and timely manner and that progress is pursued through to resolution. • Identify where there are any gaps in knowledge or processes within the system and report this to the ITDS AskIT Team Leader for attention. • Contribute to the onboarding of new services, standards and procedures as requested to ensure the ongoing development, relevance and timeliness of the service. • As requested, undertake and report on the testing of new or revised systems before their full operational introduction. • Work as an effective team member assisting and supporting colleagues as appropriate to ensure accurate and timely service delivery • Deliver exceptional customer service on every transaction • Play an active role in ensuring major incident calls are managed in line with the agreed major incident process by keeping senior members of the service desk informed of any developments that you become aware of. • Ensure that all customers receive an efficient, effective and courteous response to their requests in order to satisfy and exceed SLA targets and expectations. • Log all comments, complaints, compliments and suggestions received in accordance with agreed procedures • Project work as directed by the ITDS Service Desk Team Leader, contribute to one-off projects to achieve the required outcomes within agreed time and cost limits • Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post • To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
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	Date Issued: February 2017	Last updated: June 2023
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Generic Responsibilities:	Procedures and Customer Care Policy. To comply with all Health & Safety at work requirements as laid down by the employer. The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments
Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: March 24

COMPLETED BY: Julian Patmore

	Date Issued: February 2017	Last updated: June 2023
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Person Specification

Job title:	AskIT Analyst	Directorate:	Corporate Services
Grade:	TBC	Service / Team:	ITDS
Date:		Completed by:	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Confident understanding and application of principles and procedures of IT, for example ITIL, and Customer Services. • Comprehensive technical knowledge of at least 4 of the corporate product set (e.g. Microsoft Office Suite, Outlook, Excel). • Familiarity with Microsoft 365 and other common applications. 	<ul style="list-style-type: none"> • Experience or knowledge of internal applications/systems for example, UNIT4. • Have a good understanding of networking, cloud services and popular operating systems
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Establish credibility and work co-operatively with colleagues and customers. • Flexible attitude to working shifts between the hours of 08:00 – 18:00, Monday to Friday as per operational requirements. • Excellent attention to detail with the ability to investigate and resolve issues. • Explain clearly to colleagues and customers how decisions will impact on service delivery. • Aware of the positive and negative impact you make on colleagues and customers. • Considerate when using and working with resources, taking responsibility for managing them. • Plan and anticipate changes in working practice. • 	<ul style="list-style-type: none"> • Maintain good practice as well as making future improvements. •

EXPERIENCE	<ul style="list-style-type: none"> • Proven ability to deliver a high standard of support by telephone or in person. • Delivering a responsive customer focussed service irrespective of the subject matter. • Probing and questioning to identify underlying causes of the customer's request or concern in order to ensure appropriate action may be instigated. • Taking ownership of service requests and co-ordinating their resolution. • Experience of using an IT Service Management system to manage the workflow of IT issues and requests raised by users. • Liaising with and utilising services of other internal and external specialist teams to resolve customer requests. • Experience of delivering in response to requirements of Service Level Agreements for the provision of operational services. 	
QUALIFICATIONS	<ul style="list-style-type: none"> • GCSE or equivalent in English • 5 GCSE or equivalent 	<ul style="list-style-type: none"> • NVQ Level 2
PERSONAL CIRCUMSTANCES		
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]