**Manchester City Council**

**Role Profile**

**Service Desk Analyst, Grade 6**

**ICT Service, Corporate Core Directorate**

**Reports to: Team Lead (Service Support)**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will support the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective support function for the assigned service area, ensuring that high quality technical and customer services are delivered in line with legislative requirements. Dependent on the service area, this may include maintenance, software / information support, engineering, surveying, curating or other specialist functions.

Assess project / initiative / work package feasibility, paying close attention to procedure and legislation where appropriate and ensuring all work is delivered to a high standard.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Identify and address relevant issues with assigned work packages and following assessment make recommendations in accordance with service plans, customer requirements or legislative needs. Ensure that work to continuously develop and improve processes is undertaken.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations. Maintain effective relationships to ensure the highest standard of service delivery.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**Service Operations - Information, Communication & Technology (ICT)**

We manage the network, computers and systems that support internal and external Council services. We also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 9000 users of PCs, laptops and Citrix terminals across Manchester City Council network and remotely.

**Service Operations / Service Management (ICT)**

The Service Management Team ensures that ICT and the Business adhere to and are supported by the standard and key ITIL functions that comprise of

* Change Management
* Incident Management (Including MIM)
* Problem Management
* Release Management
* Configuration and Asset Management
* Service Desk
* Desk Top Support
* Applications Support (e.g. SAP plus 300 other applications)

Furthermore the team provides and supports the Service Desk and the transition and readiness of project / ITT delivered services into production via the lifecycle and the early support process of these services.

**Service Desk Analyst**

Will be responsible for;

* First line telephone and technical support
* Logging incidents and service requests
* First line technical resolutions
* Inbound & outbound telephone calls
* Monitoring new Incidents and requests via different solutions
* Resolving more complex incidents and service requests
* Completing administrative tasks (creating new accounts, file transfers)
* Escalating issues and where appropriate investigate and diagnose
* Act as central point of contact and monitor service requests to other teams and third party service providers
* Provide timely updates to service users on the status of outstanding calls
* On site, face to face support via the Tech Bar
* Participate in the delivery of projects and tasks
* Operate customer satisfaction follow-up calls and surveys
* Create and maintain high quality, clear documentation of processes, procedures, policies, configuration standards and support guides
* Work on a rota basis to meet demand, which may include working from multiple locations as part of our hybrid offering.
* Cover for Team Lead if they are not available

**Service Desk Analyst, Grade 6 – Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours: General**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Strong customer service skills:** The candidate will be confident in dealing with customers face to face or via the telephone when required.
* **Communication**: Ability to communicate effectively to MCC staff and colleagues at all levels and able advise on technical and legislative matters where appropriate. Is also able to negotiate, persuade and influence internal and external stakeholders. Writes clearly, succinctly and with accuracy.
* **Analytical skills**: Is able to absorb, understand, translate and assess complex technical and legislative information.
* **Planning and organisation**: Ability to organise own time effectively, multitask, create work schedules, prioritise, preparing in advance and to key deadlines. To make good decisions and react quickly when things change.
* **Problem solving and decision making**: Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Creative skills**: Ability to think creatively and provide innovative solutions to problems. Has the ability to develop new approaches to finding solutions outside of existing parameters.
* **ICT skills**: Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Teamworking:** The candidate will have experience of working in a team environment and excellent team working skills.

**Technical requirements (Role Specific)**

* Qualified to or willing to qualify to ITIL V4 Foundation.
* Knowledge of ITIL, with a good practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business.
* Experience of being part of one or many of the core ITIL functions, covering Service Desk, Change, Problem, Incident or Release Management, Applications Support and experience of problem solving.
* Experience of IT Service Operations, and how an IT installation works across 7 \*24.
* Knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.
* Experience of how a Service Desk (Help Desk) operates within an IT installation and managing and configuring Service Now software.
* To work flexibly including out of hours and bank holidays as required to meet customer demand and potential incidents up-to a Major Incident.