**Manchester City Council
Role Profile**

Desktop Support Analyst, Grade 6

ICT Service, Corporate Core Directorate

Reports to: Service Manager (End User Computing)

Job Family: ICT

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.

People. Pride. Place.

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, mobile phones and tablets 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
- Desktop 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.

Desktop Support Analyst, Grade 6 – Key Behaviours, Skills and Technical Requirements

Generic Behaviours: General

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

- **Communication**: Ability to advise others on technical and legislative matters. Is 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, creating work schedules, prioritising, preparing in advance and to known key deadlines.
- **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.

Technical requirements (Role Specific)

- Qualified to 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.
- A good understanding of Prince2 (or equivalent project management methodology) and how projects should be transitioned into production and the rules and standards that govern this transition.
- Recent experience of assisting with Service report writing (Desktop) and other required reports (business case); supported by transparent and factual data analysis; with the aim of demonstrating trending and or Continuous Improvement.
- Recent experience of being part of one or many of the core ITIL functions, covering Service Desk, Change, Problem, Incident or Release Management, Applications Support, Desk Top and experience of problem solving.

- Experience of IT Service Operations, and how an IT installation works across 7 *24.
- Sound 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 experience of ServiceNow.
- Experience of Desktop Support, good technical knowledge of MS products, operating systems and applications. Basic LAN/WAN support experience. Knowledge of Active Directory Administration and experience of MECM and MS Endpoint Manager.
- To work flexibly including out of hours and bank holidays as required to meet customer demand, service requirements and potential incidents up-to a Major Incident.
- U.K. Driving licence