RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Service Analyst

Grade: 6

Directorate: Resources

Department: Digital and Information Technology

Responsible to: Service Delivery Manager

Purpose of the Job:

The Service Analyst serves as the first point of contact for users seeking technical support and assistance. This role is responsible for diagnosing and resolving IT issues, managing service requests, and escalating complex problems as needed.

The Service Analyst will work closely and collaboratively with ICT colleagues, providing Service Level analysis and insights to continually improve and optimise the customer experience and the IT service as a whole.

Main Responsibilities:

1. **Incident Management**
   - Act as the initial point of contact for IT issues reported via phone, email, chat, or ticketing system, accurately categorising and prioritising incidents.
   - Respond to and resolve incidents, adhering to Service Level Targets.
   - Troubleshoot and resolve issues related to hardware, software, applications, and connectivity.
   - Escalate unresolved incidents to deeper support levels, providing comprehensive documentation.

2. **Service Request Fulfilment**
   - Process and fulfil user requests such as account setups, password resets, and access permissions.
   - Configure and deploy end-user devices, ensuring functionality and alignment with standards.
   - Adhere to service level agreements (SLAs) and ensure timely resolution of requests.
   - Process routine administrative tasks accurately and in a timely manner.

3. **Service Level Management**
   - Monitor service desk performance against defined SLAs and KPIs.

- Ensure compliance with service level agreements, escalating potential breaches as necessary.
- Collaborate with the Service Delivery Manager to refine SLAs and recommend service improvements.

4. **Reporting and Analytics**
   - Generate and analyse reports on incident resolution times, request volumes, and SLA performance.
   - Provide actionable insights to identify trends, recurring issues, and areas for improvement.
   - Present reports to stakeholders, highlighting key metrics and progress on service goals.

5. **Problem Management**
   - Identify recurring incidents and contribute to root cause analysis.
   - Document known issues and solutions in the knowledge base to prevent future occurrences.
   - Support the implementation of long-term fixes for common problems.

6. **Asset Management**
   - Configure and co-ordinate the provision of End User Devices to Council staff, aligned to their user profile/persona.
   - Implement and maintain an Asset Register
   - Maintain an inventory of hardware assets and software licences to ensure that the Council complies with its legal obligations and audit requirements.
   - Ensure that all software and hardware purchases are recorded on the Asset Register.

7. **Communication and User Engagement**
   - Provide regular updates to users on ticket status and resolution timelines.
   - Deliver excellent customer service, addressing concerns empathetically and effectively.
   - Gather user feedback to identify opportunities for improving IT services.

8. **Security Administration**
   - Follow security protocols when managing user accounts and sensitive data.
   - Assist in enforcing security policies, such as MFA and password standards.
   - Report potential security risks or incidents promptly.

9. **Integration and Collaboration**
   - Collaborate with colleagues in ICT to ensure seamless operation across the organisation.
   - Promote the adoption of existing and new technologies across the business
   - Promote and support a 'shift left' culture whereby self-service is the primary contact channel.

- Actively seek to resolve as many contacts as possible at first contact, through knowledge transfer and automation

10. Knowledge Management
- Create and maintain a comprehensive Service Catalogue, detailing all relevant service information
- Maintain and update the knowledge base with troubleshooting guides and known issues.
- Share best practices and technical knowledge with team members and end-users.

Standard clauses

To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. This includes deputising and providing support/additional capacity to the wider team for both project activity and service delivery and support demands.

Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Behaviours and outcomes:

- To be a role model for the One Council ethos and values.
- Respond to pressure and change – flexible and adaptable to sustain performance.
- Build and manage relationships, share knowledge and skills to deliver shared goals.
- Actively support new initiatives and try different ways of doing things.

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<u>Dimensions:</u>

No Line Management
No budget responsibility

JOB REQUIREMENTS

<u>QUALIFICATIONS/TRAINING/EDUCATION</u>

Essential	Method of Assessment *
GCSE's C or above or equivalent in Maths and English	A/D

Desirable	Method of Assessment *
HND (or equivalent) in a computer related subject	A/D
ITIL foundation (v-1)	A/D
Microsoft Certifications (e.g. MS900)	A/D

<u>EXPERIENCE/KNOWLEDGE</u>

Essential	Method of Assessment *
Experience in a help desk, service desk, or technical support role.	A/I
Knowledge of operating systems (Windows) and productivity tools (Microsoft 365).	A/I
Basic network (LAN/WANWifi) troubleshooting experience.	A/I
Strong analytical and reporting skills, with a focus on SLA/KPI tracking and improvement.	A/I
Familiarity with ITIL or service level management frameworks	A/I

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Desirable	Method of Assessment *
Experience of administering and supporting Exchange, Active Directory and Remote Access systems is desirable	A/I
Experience of VMware, Firewalls, VPN appliances and End-Point & Encryption technologies	A/I

SKILLS

Essential	Method of Assessment *
Able to communicate clearly, pleasantly and confidently with staff and external organisations both orally and in writing.	A/I
Delivers clear and professional communication to technical and non-technical audiences.	A/I
Able to work on own initiative and be a self-starter, prioritising work with minimum supervision and work under pressure	A/I
Good working knowledge of common technologies, such as: •Windows operating systems •Microsoft Office 365 and Teams •Networking basics (DNS, DHCP, TCP/IP) •Hardware setup and troubleshooting (PCs, laptops, printers, etc.)	A/I
Awareness of cybersecurity principles and GDPR compliance.	A/I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I

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Willingness and ability to visit other sites as and when required.	A/I

* A = Application Form   D = Documentary evidence   I = Interview   T = Test

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NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
Dec 2024	New	Mark G. Harris Digital & Transformation lead