



Role Description

Post Title: ICT Technical Service Desk Analyst
Post Number: CCF203
Department: Policy & Transformation Department
Grade: SCP 4 - 11
Responsible to: Team Manager – ICT & Digital Service Desk

Purpose

To operate as part of the Technical Service Desk Team, a high quality, cost effective ITIL compliant IT Service Desk.

Responsibilities & Outcomes

1. To operate as part of the ICT Technical Service Desk, operating under ITIL best practice principles
2. To perform remote support directly to client machines to analyse and resolve incidents and to carry out service requests.
3. To integrate where appropriate with the second and third line support teams.
4. To be a first point of contact for staff, members, partner agencies and external callers when there are IT related issues and to pass on this information to the correct personnel.
5. To update and provide guidance to the Council and external client base of issues arising of disruption to IT services.
6. To update the IT Service Desk Portal and user noticeboards with any information relevant to assist the client base after incident resolution has occurred.





7. Contribute to the creation of end user self-help guides.
 8. To attend regular team meetings.
 9. To undertake on a progressive basis the items defined in the career grades associated with this post (trainee, junior and practitioner) to allow progression by assessment and when appropriate.
 10. Undertake rotational operational duties in line with service requirements.
 11. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
 12. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
 13. To comply with the Council's Data Protection Policy and Code of Practice within the service area of the post.
-

Relationships

Key internal and external contacts

Within the organisation

This role will have contact with all Council Officers and Elected Members across the organisation

Generic responsibilities

These are standard responsibilities to be included in all job descriptions to ensure consistency across the Council

- To contribute to ensuring the function's business targets are met, in accordance with best practice, to agreed specification, and with full compliance with health, safety, professional standards, statutory and other relevant legislation.
- To work collaboratively with Council colleagues as and when required.
- To behave in accordance with St Helens accountabilities framework and the Council's Code of Conduct a fundamental aspect of which is the "Seven Principles of Public Life".
- To comply with the Council's Policy Framework.





- To undertake training and development as required.

The Council guarantees an interview to disabled applicants who demonstrate they meet the essential job criteria.

This post is subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Date Prepared: November 2022

