



ROLE PROFILE

Role Title:	ICT Service Desk Analyst
Rank/Grade:	(B) SC6 (C) SC5 (H) A3
Job Family:	Business Support
Reporting to:	Service Desk Manager
Main purpose of the role:	To provide first line ICT support to end users and 3rd party companies and provide updates on progress of calls or obtain further information where required. Ensure that calls for service are dealt with promptly and recorded accurately. Where possible, provide a first time resolution to the issue/service request.

Key Responsibilities	
<ul style="list-style-type: none"> Act as 1st line support for any IT and communication faults and queries from BCH users or 3rd party suppliers using appropriate technologies both telephone and computer-based. Where possible, provide a first time resolution to the issue/service request. Record and maintain detailed and accurate reports of faults and queries logged with the ICT Service Desk. Address basic software problems over the telephone and remotely access workstations to correct the machine/desktop/application/account setups. Remotely install delivered software applications. Where a 1st time fix cannot be achieved assign the call to the appropriate second line support team ensuring all actions taken are documented on the department's Service Management System. When appropriate, contact users by self-service, phone or e-mail and inform them of the progress of their fault/request. Ensure that all required details are captured to permit the 2nd line team to investigate and progress the matter. Create a record in the knowledge base system when new incidents are identified or changes to the processes are made to allow other team members to achieve the same learning. Maintain knowledge and understanding of ICT faults whether hardware or software related, so that the correct guidance and advice can be offered to help desk callers or carry out effective resolution to 1st line fix problems. Search open calls and resolve where possible and send 2nd and 3rd line support reminders. 	

Agile Working	Not applicable
Psychological Assessment	Not applicable
Return on Investment	Not applicable
Limited Duties	Not applicable

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Entry Requirements
<ul style="list-style-type: none"> Educated to GCSE level or equivalent (Inc. Maths & English) or proven written and numeric skills. Good computer literacy & keyboard skills including ability to use a computer/telephone and headset simultaneously Good communication skills (written and spoken) and ability to remain calm and professional when under pressure Ability to work in a team Ability to work effectively with minimal supervision even when under pressure



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- Self-motivated and well organised
- Excellent interpersonal skills
- The ability to demonstrate a clear interest in working in an IT environment.
- Customer Service Qualification or ideally 6-months' experience within customer service/call handling environment desirable.

Any other General Requirements/Scope

- The role holder will be required to work a varied work pattern to cover the ICT Service Desk opening hours of between 8am and 5pm Monday to Friday.
- Vetting will be required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



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Personal Qualities(Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

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I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.