

## LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Role Title:</b>	Assistant IT Customer Support Analyst		
<b>Directorate:</b>	Resources	<b>Grade:</b>	LBR 5
<b>Department:</b>	IT	<b>Hours/weeks:</b>	36 hours/52.14 weeks
<b>Function:</b>		<b>Post number:</b>	
<b>Team:</b>	User Support	<b>Base/location:</b>	Lynton House
<b>Reports to:</b>	IT Customer Service Desk Coordinator		

<b>Responsible for:</b>	
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### Role and Context

<b>Overall Role Purpose:</b>	Ensuring enquiries to the IT service are dealt with promptly and completely, to ensure that customers can work productively at all times.
<b>Role Context:</b>	The role is part of a support team with collective responsibility for delivery of excellent services to customers. The role holder will prioritise workload to ensure that the overall objectives of the service are achieved before those of any individual. A large part of the role is desk-based with shared responsibility for providing continuous cover for the service. Part of the role will involve working with customers face-to-face, in the IT department or at customer locations.

### Key Accountabilities and Result Areas

<b>Strategy and Planning</b>	<ol style="list-style-type: none"> <li>To plan and prioritise work from day to day for themselves and for colleagues, identifying highest priority tasks and ensuring these are completed, and that all tasks are completed within service level targets.</li> </ol>
<b>Operations and Support</b>	<p><i>SFIA Customer Service Support: level 3</i> <i>SFIA Application Support: level 3</i> <i>SFIA Incident Management: level 3</i></p> <ol style="list-style-type: none"> <li>Responding to queries online, by phone or in person, following service procedures and quality standards, and using personal initiative to provide the best possible customer service overall.</li> <li>Successfully resolving most enquiries as the first point of contact, ensuring that the enquiry has been answered to the customer's satisfaction.</li> <li>Recording in full the history of all customer interactions, ensuring that detailed information on each incident or enquiry is up to date and available.</li> <li>Passing tasks/cases for investigation on to the appropriate specialist or team, and ensuring these are followed up and completed.</li> <li>Ensuring that the customer is kept informed of the progress of their enquiry until it is resolved.</li> </ol>
<b>Systems and Process Development and Improvement</b>	<p><i>SFIA Problem Management: level 3</i></p> <ol style="list-style-type: none"> <li>Investigating issues and finding innovative solutions to resolve those issues, providing improved customer experience.</li> <li>Participating in asset, change and problem management processes.</li> </ol>

	<ol style="list-style-type: none"> <li>3. Proposing improvements to service delivery processes.</li> <li>4. Continually improving personal knowledge in response to changes in the technology deployed in the council, in order to provide an improved service to customers and colleagues.</li> <li>5. Managing and safeguarding Council assets, including asset ordering, deployment, recovery, disposal and internal charging.</li> </ol>
<b>Communication Partnership</b>	<ol style="list-style-type: none"> <li>1. Delivering relevant IT Services to the Council's partners and other customers in line with the IT Strategy and Council policies and procedures.</li> <li>2. Working with external suppliers to enable the delivery of council services.</li> </ol>
<b>Performance and Standards</b>	<p><i>SFIA Configuration Management: level 2</i></p> <ol style="list-style-type: none"> <li>1. Developing knowledge of the council's IT systems and infrastructure.</li> <li>2. Ensuring all support and change activity is accurately recorded following IT service practice.</li> <li>3. Monitoring own performance against service SLAs and ensuring that SLAs are met or exceeded.</li> <li>4. Taking responsibility for own performance management.</li> <li>5. Looking for relevant development and learning opportunities and pursuing continuous personal development.</li> </ol>
<b>Key Performance Outcomes</b>	<ol style="list-style-type: none"> <li>1. Completing assigned tasks and resolving customer problems within SLA.</li> <li>2. Effective collaboration with colleagues.</li> <li>3. Positive customer feedback.</li> <li>4. Evidence of continuous professional development.</li> </ol>
<b>Resource Management</b>	<p><i>SFIA Asset Management: level 2</i></p> <ol style="list-style-type: none"> <li>1. Remaining aware at all times of the overall amount of work being performed by the support team, and reprioritising own work to meet SLAs and maintain the effectiveness of the IT service as a whole.</li> </ol>
<b>Corporate Accountabilities</b>	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
<b>Flexibility</b>	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

<b>Person Specification</b>		A - I - T
<b>Knowledge &amp; Experience</b>	<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>	
<b>Statutory or Mandatory qualifications:</b>		
<b>Educational Ability</b>	Literate and numerate: able to communicate effectively in reports, emails and face-to-face.	
<b>Key Subject or Content Areas (inc: Desirable Qualifications)</b>	Technical qualification in a relevant area, e.g. ITIL, Microsoft MCSA/MCSD.	

<p><b>Knowledge / Experience</b></p>	<ol style="list-style-type: none"> <li>1. Significant experience of IT or service desk support in a large, complex customer facing organization.</li> <li>2. Experience in working as part of IT teams with structured procedures.</li> <li>3. Proven experience in successfully delivering valued customer service.</li> <li>4. Understanding processes for asset purchasing, management and disposal.</li> <li>5. Experience of use of an ITSM tool for task and knowledge management.</li> <li>6. An effective communicator face to face and in writing. Able to report accurately and concisely on work activities with great attention to detail.</li> <li>7. Able to create or edit written procedures based on experience and observation.</li> <li>8. Able to work calmly and accurately under pressure, including when responding to situations of great urgency.</li> <li>9. Understanding of the breadth of IT service activity in a corporate setting</li> <li>10. Thorough knowledge of some of the following: <ul style="list-style-type: none"> <li>o Windows 7, 8 &amp; 10</li> <li>o Exchange 2010</li> <li>o VMWare</li> <li>o Active Directory- including GPOs</li> <li>o Microsoft Office 2016 / Office 365</li> <li>o VOIP telephony</li> <li>o Skype for business</li> <li>o ITSM administration, preferably Hornbill</li> <li>o PC hardware</li> <li>o Android smartphone security and support</li> </ul> </li> </ol>	
<p><b>Corporate Behaviours</b></p>	<p>The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.</p>	
<p><b>Effective and Collaborative Team Working</b></p>	<ul style="list-style-type: none"> <li>• To take responsibility for personal development and actively participate in all learning and development.</li> <li>• To participate in the on-going development, implementation and monitoring of service plans.</li> <li>• To support and contribute to value for money, service efficiency and improvement.</li> </ul>	
<p><b>Working Pattern and travel</b></p>	<p>Office-based with possibility of home working. Much of the day will be spent on the phone to customers and using the IT service management programme.</p>	