LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Assistant IT Customer Support Analyst

Directorate:	Resources	Grade:	LBR 5 (£27,807 - £29,214)

Department:	IT	Hours/weeks:	36 hours/52.14 weeks

Function:	IT Support	Post number:	

Team:	Customer Support	Base/location:	Lynton House

Reports to:	IT Customer Service Desk Coordinator

Responsible for:	

Role and Context

Overall Role Purpose:	Ensuring enquiries to the IT service are dealt with promptly and completely, to ensure that customers can work productively at all times.
Role Context:	The office-based 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

Strategy and Planning	1. To plan and prioritise work from day to day for themselves, identifying highest priority tasks and ensuring these are completed, and that all tasks are completed within service level targets.
Operations and Support	*SFIA Customer Service Support: level 3* *SFIA Application Support: level 3* *SFIA Incident Management: level 3* 1. Responding to queries online via the self-service portal, by phone or in person, following service procedures and quality standards, and using personal initiative to provide the best possible customer service overall. 2. Successfully resolving most enquiries as the first point of contact, ensuring that the enquiry has been answered to the customer's satisfaction. 3. Recording in full the history of all customer interactions, ensuring that detailed information on each incident or enquiry is up to date and available. 4. Passing tasks/cases for investigation on to the appropriate specialist or team, and ensuring these are followed up and completed. 5. Ensuring that the customer is kept informed of the progress of their enquiry until it is resolved.

Systems and Process Development and Improvement	*SFIA Problem Management: level 3* 1. Investigating issues and finding innovative solutions adhering to policies, standards and service procedures to resolve those issues, providing improved customer experience. 2. Participating in asset, change and problem management processes. 3. Proposing improvements to procedures and processes. 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. 5. Managing and safeguarding Council assets, including deployment, recovery, disposal and internal charging.
Communication Partnership	1. Delivering relevant IT Services to the Council's partners and other customers in line with the IT Strategy and Council policies and procedures. 2. Working with external suppliers to enable the delivery of council services.
Performance and Standards	*SFIA Configuration Management: level 2* 1. Developing knowledge of the council's IT systems and infrastructure. 2. Ensuring all support and change activity is accurately recorded following IT service practice. 3. Monitoring own performance against service SLAs and ensuring that SLAs are met or exceeded. 4. Taking responsibility for own performance management. 5. Looking for relevant development and learning opportunities and pursuing continuous personal development.
Key Performance Outcomes	1. Completing assigned tasks and resolving customer problems within SLA. 2. Effective collaboration with colleagues. 3. Positive customer feedback. 4. Evidence of continuous professional development.

Resource Management	*SFIA Asset Management: level 2* 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.
Corporate Accountabilities	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.
Flexibility	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.

Person Specification		A - I - T	Weighting 3-Most, 2-Least
Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T = Test*		
Statutory or Mandatory qualifications:	ITIL Foundation	A	2
Educational Ability	Literate and numerate: able to communicate effectively in reports, emails and face-to-face.	A, I	3
Key Subject or Content Areas (inc: Desirable Qualifications)	Technical qualification in a relevant area, e.g. ITIL, Microsoft MCSA/MCSD.	A	2
Knowledge / Experience	1. Significant experience of IT or service desk support in a large, complex customer facing organization.	A, I	3
	2. Experience in working as part of IT teams with structured procedures.	A	2
	3. Proven experience in successfully delivering valued customer service.	A	3
	4. Understanding processes for asset purchasing, management and disposal.	A	2
	5. Experience of use of an ITSM tool for task and knowledge management.	A, I	2
	6. An effective communicator face to face and in writing. Able to report accurately and concisely on work activities with great attention to detail.	A, I	3
	7. Able to create or edit written procedures based on experience and observation.	A, I	2
	8. Able to work calmly and accurately under pressure, including when responding to situations of great urgency.	A, I	3
	9. Understanding of the breadth of IT service activity in a corporate setting	A	2
	10. Thorough knowledge of some of the following: o Windows 10 o Office 365 Administration o Active Directory- including GPOs o Microsoft Office 2016 / 2019 o Microsoft Teams o Endpoint Manager (SCCM / InTune) o ITSM administration tool such as ServiceNow o PC hardware o Android smartphone security and support	A, I	3
Corporate Behaviours	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.	A, I	3
Effective and Collaborative Team Working	• To take responsibility for personal development and actively participate in all learning and development. • To participate in the on-going development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement.	I	2
Working Pattern and travel	This is an office-based role and home working is not suitable. Much of the day will be spent on the phone to customers and using the IT service management programme.	I	3

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RD/PS ADDITIONAL INFORMATION FOR JOB EVALUATION

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Function:	IT Support	**Post number:**	

Team:	Customer Support	**Base/location:**	Lynton House

Key areas for decision making:

Please describe the decisions that the job holder will be expected to make themselves in the course of their job, and those they will be expected to refer to others, including their manager.

Please give three examples of decisions that the job holder will make themselves. These should be in relation to the most important responsibility statements	• Prioritisation of tasks between VIPs, time-critical systems and public-facing services.
	• Determining when a user problem has been resolved or when all known solutions have been exhausted and the problem must be referred elsewhere.
	Identification of the source of the problem being reported by the customer, rather than just the symptoms.
Please give details of any legislation, policy, process or procedure that are referred to or worked within in order to make decisions.	• Multiple IT technical and service– related procedures • DPA / GDPR • ITIL processes and standards
Please give three examples of decisions that the job holder will refer to others. State who is responsible for each decision	• Invoking a priority incident; to Support Team Leader
	• Refusal to provide a service to a customer; to Support Team Leader
	• Disputes on work allocations: to Support Manager

Role Dimensions

Does the job holder have any financial responsibilities?

a) Please give details of the budget, grants and contract responsibility, both directly and indirectly relevant to the job. Please give financial amounts for each individual budget and explain the job holder's involvement.	No
b) Does the job holder have sole responsibility for any financial aspect? If shared, who with and who makes the ultimate decision?	No

Does the job holder have any responsibility for physical resources?	
a) Please give details if the role is personally responsible for the proper use and safekeeping of equipment, stock, materials and/or buildings.	No
b) Does the job holder have sole responsibility for these physical resources? If shared, who with and who makes the ultimate decision?	No
Does the job holder have any staffing responsibilities?	
c) Please give details of the number of workers line managed and/or supervised by the job holder; and the number of workers managed overall. Please also indicate the total staff costs involved.	No
Please include structure charts when submitting any job for job evaluation and grading	

Key Contacts

Give details of the key people that the job holder has significant contact with, why, and how often.

	Job Title (or group) + Organisation for external contacts	Frequency of contact	Role and Reason for contact
Key Internal Contacts	All customers and members	Daily	
Key External Contacts	Vendors and suppliers of IT Systems and equipment. Partner organisations	Weekly	

Physical and Environmental Conditions

Provide details of any physical requirements or environmental conditions that the job holder will encounter over and above those expected in a normal office environment? Including how long they last and how often they occur (see guidance).

Physical Effort	May need to lift and carry heavy electronic equipment
Working Environment	Office based

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Last Reviewed:	01/07/2024