LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	End User Computing Analyst

Directorate:	Resources	**Grade:**	LBR 8
Department:	IT Services	**Hours/weeks:**	36 hours/52.14 weeks
Function:	IT Support	**Post number:**	
Team:	End User Computing	**Base/location:**	Lynton House

Reports to:	End User Computing Team Leader
Responsible for:	Supervision of less experienced colleagues and external contractors.

Role and Context

Overall Role Purpose:	Ensuring effective IT services are delivered to all council users, internal and external.
Role Context:	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

Strategy and Planning	1. To investigate problems and underlying causes of systems failure and carry out testing and implementation of solutions. 2. To plan and prioritise work from day to day for themselves and for colleagues to whom they will assign work, identifying highest priority tasks and ensuring these are completed, and that all tasks are completed within service level targets.
Operations and Support	*SFIA Application Support: level 3* *SFIA Incident Management: level 3* *SFIA IT Infrastructure: level 2* 1. Responding to customer queries online via our Self-Service Portal, or in person or by contacting them by telephone, following service procedures and quality standards, and using personal initiative to provide the best possible customer service overall. 2. Successfully resolving IT incidents, providing workarounds or permanent fixes, taking responsibility for delivering working systems for customers 3. Supervising or carrying out the installation or repair of IT equipment and software in council and partner locations

Systems and Process Development and Improvement	*SFIA Systems Installation/decommissioning: level 3* *SFIA Asset Management: level 2* 1. Investigating issues and finding innovative solutions to resolve those issues, providing improved customer experience. 2. Participating in or managing asset, change and problem management processes, identifying trends, and patterns of incidents that require root cause analysis. 3. Delivering IT project related activity to implement technology change across the council. 4. Continually improving personal knowledge in response to changes in the technology deployed in the council. 5. Managing and safeguarding council assets, including asset management deployment, recovery, and with relocation of assets 6. Creating Knowledge Base Articles for both internal IT Staff and customers within the Council, and taking ownership to ensure those articles are up to date regularly.
Communication Partnership	*SFIA Customer Service Support: level 3* 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. Participating in cross-service project teams and representing the IT service in meetings. 3. Advising, and challenging staff in the application of IT policies and practices, providing advice and guidance on complex IT issues. 4. Working with external suppliers in the delivery of council services.
Performance and Standards	*SFIA Configuration Management: level 3* 1. Developing and maintaining specialist 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. Positive customer feedback. 3. Evidence of continuous professional development.

Resource Management	Remaining aware at all times of the overall amount of work being performed by the support team, and reprioritising own work in order 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			
Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T =Test*	A - I - T	Weighting 3-Most, 2-Least
Statutory or Mandatory qualifications:	ITIL Foundation or above.	A	2
Educational Ability	Degree level or higher technical qualification preferred. Literate and numerate: able to communicate effectively in reports, emails and face-to-face.	A A	2 3
Key Subject or Content Areas	SCCM/InTune qualification or equivalent experience Technical qualification in a relevant area, e.g., Microsoft MCSA/MCSD, Microsoft Office365	A A	2 3

Knowledge / Experience	1. Significant experience of IT or Service Desk support in a large, complex customer facing organisation. 2. Experience in working as part of IT and project teams with structured project management controls. 3. Proven experience in successfully delivering highly valued customer service to IT service consumers. 4. Competent in management of assets, and disposal processes. 5. Experience of use of an ITSM tool for task and knowledge management. 6. Experience of building and deploying PC and Laptop builds 7. An effective communicator face to face and in writing. Able to report accurately and concisely on work activities. 8. Able to work calmly and accurately under pressure, including when responding to situations of great urgency. 9. Substantial demonstrable knowledge of technical domains which will include some of the following o Windows 11 maintenance, deployment and updates o Office 365 administration o Microsoft Office applications o Active Directory- including GPOs o InTune administration o Microsoft Teams and telephony o ServiceNow o PC hardware o Android smartphone configuration, security and support o DNS, DHCP, TCP/IP o Microsoft System Centre Configuration Manager (SCCM) o Imaging laptops and profiling devices	A,I A,I I I A,I A,I A,I I A,I	3 3 3 2 3 2 3 3 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 council's intranet 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	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	A,I A A	3 2 2
Working Pattern and travel	• The role may sometimes require working extended working hours, including out of hours and project work on some evenings and/or weekends as and when required to meet business needs. • The role requires installation of heavy or bulky IT hardware into a variety of council locations, • The role requires working at, and between, any council or partner site	A,I	3

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Function:	IT Support	**Post number:**	

Team:	Second Line Support Team	**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 . • Allocation of equipment worth up to £1,000.
Please give details of any legislation, policy, process or procedure that are referred to or worked within in order to make decisions. Include: Interpretation of external legislation sources; Compliance with external legislation/frameworks; and Fulfilment of internal policy & protocols	• Multiple IT technical and service– related procedures • DPA / GDPR • RIPA • ITIL processes and standards • ISO standards
Please give three examples of decisions that the job holder will refer to others. State who is responsible for each decision	• Invoking unplanned system outages – Infrastructure Team • Refusal to provide a service - 2nd Line Support Team Leader • Sign-off of third party work – 2nd Line Support Team Leader

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.	None directly
b) Does the job holder have sole responsibility for any financial aspect? If shared, who with and who makes the ultimate decision?	None directly

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.	IT equipment totalling several million pounds in value, its maintenance, carriage and storage. IT and communications equipment, wrong configuration of which could result customers and the council being unable to operate.
b) Does the job holder have sole responsibility for these physical resources?	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.	Occasional supervision of colleagues. Supervision of third party contractors
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 staff and members	Daily	
Key External Contacts	Vendors and suppliers of IT Systems and equipment. Other public-sector organisations, including other Local Authorities, Health, Central Government departments and third-party sector organisations. School head teachers Systems user groups	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, travelling to other staff locations

Version:	3.0
Last Reviewed:	21/05/2025