



Campaign number

Q10368

Closing date

9am on 1 February  
2016

## Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title\*

Service Desk Analyst

Band

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Number of posts

10

Directorate

Live Services

Contract type

Permanent

Duration if fixed term

Management responsibility

None

Reports to

Service Desk Supervisor

### Standard duties

To be added by recruiting manager

Service Desk Analysts provide a key role within the Live Services directorate. They provide high quality customer advice and support via telephone, email and face to-face. Combining strong advisory skills with good business and technical skills, Service Desk Analysts undertake a broad range of work in a variety of environments in order to deliver a first-class customer service for the Parliamentary Digital Service.

The role requires initiative and discretion, and sustained performance at competency level 3.

- Provides excellent, professional, frontline customer service through the provision of ICT advice and support:
  - at the Parliamentary Digital Support Desk.
  - in the Drop-In Centres on the Parliamentary Estate.
  - at customer's places of work\*.
- Combines good business and technical knowledge to understand customers' issues and needs within the context of Parliamentary business, and thus provides appropriate advice and support to customers on ICT matters.
- Clearly communicates on updates, known errors and FAQs, using (and referring users to) relevant knowledge base articles; explains technical information to users in non-technical terms.
- Provides floor-walking, coaching and advice to help users make more effective use of their ICT products and services, and to select suitable hardware or software to meet their needs.
- Provides an effective interface between the Digital Service, users and service providers, acting professionally at all times and delivering excellent customer service with a commitment to exceed expectations.
- Develops and maintains good working relationships with internal/external customers and members of staff and manages customer and technical issues with a genuine sense of urgency.

- Provides primarily first line support and occasional second line support, takes ownership, and follows agreed procedures in receiving and correctly logging, assigning and updating incidents and requests for service.
- Applies good analytical and technical skills to systematically troubleshoot, and resolve incidents relating to hardware and software, providing workarounds where timely fixes are not possible. Escalates to a higher level where necessary.
- Provides support for the introduction, change and removal of services (through projects and business-as-usual).
- Takes responsibility for own performance and the achievement of set targets.

*The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.*

#### **Additional Information about the post**

- Second-line support at Parliament will require walking to users' desk locations at any of the many buildings of the Parliamentary Estate, which is approximately 1km long by 0.5km wide, in Westminster. The job will also involve carrying and lifting IT equipment (PCs, monitors, laptops and printers).

*\*Travel to off-Estate locations within office hours is expected. Occasional travel to more remote UK locations may be required.*

#### **Key internal relationships**

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

All users of Parliamentary Digital Service, including House Staff, Members and Members' staff.  
All areas of the Parliamentary Digital Service.  
Premier Moves.

#### **Key external relationships**

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

Third party suppliers of ICT services.

#### **Person Specification**

##### **Standard skills and knowledge required**

- Demonstrates good communication skills with the ability to communicate effectively both verbally and in writing.
- Excellent organisational skills with a methodical approach to prioritising work to meet deadlines.
- Good customer facing and interpersonal skills, is able to develop good working relationships with staff at all levels and has proven understanding of service delivery.
- Able to contribute to and work well within a team.
- Has an analytical approach to problem solving.

## Specific skills and knowledge required

To be added by the recruiting manager.

- Ability to engage proactively with ICT users to deliver excellent advice, support and solutions through a variety of methods, including coaching and an ability to manage expectations.
- Good telephone manner and ability to handle difficult customers.
- Good knowledge of ICT services and the technologies used to connect to a Business Network.
- Good technical knowledge of standard business computers and mobile devices, supported operating systems and office productivity tools.
- Ability to learn new technologies quickly.
- A basic understanding of ITIL v3, particularly Incident Management, Problem Management and Change Management.

**Core SFIA Competencies** (click competency to insert level).

### Autonomy

**Level 3:** Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.

### Influence

**Level 3:** Interacts with and influences department/ project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases or projects.

### Business skills

**Level 3:** Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal developmental opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applied technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

### Complexity

**Level 3:** Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to problem definition and resolution.

## Additional information regarding the post

### Location

The post is located on the Parliamentary Estate, and may include occasional travel to off-estate locations.

### Hours (Full-time)

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The hours of attendance for this post are 35 net per week. The exact daily times of attendance will be agreed with line management.

- As of 1 May 2016, hours will increase to 36 net (there will be no effect on pay).

The Support Desk's coverage is from 0800hrs to 1915hrs and you will be required to work a shift within that timeframe.

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

**For further information**

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.