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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Service Desk Analyst |
| **Grade:** | E |
| **Responsible to:** | Service Desk Team Leader |
| **Staff managed:** | None |
| **Date of issue:** | May 22 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| This post is based within Technology and Change; this service provides ICT, digital, change management and customer services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 6500 NYCC staff and 612,000 citizens of North Yorkshire. T&C support the council to better manage demand and customer experience through effective channel management and customer responsive service design, including increasing the availability and use of digital channels. The council is committed to ensuring modern working environments and flexible workspaces. T&C play a key role in maximising the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems. The customer service centre provides a single “corporate front door” giving internal, external, corporate and commercial customers the ability to access services. The customer service centre has a number of teams offering complex services across a number of customer contact channels. The aim of the customer service centre is to deliver services across all contact channels to support customers with more complex needs while promoting NYCC’s on-line services aimed at reducing demand for simple enquiries.The Service Desk Analyst role works as part of the Service Desk team which is the central point of contact between service providers and users/customers on a day-to-day basis. It is also a focal point for reporting *incidents* (disruptions or potential disruptions in service availability or quality) and for users making *service requests* (routine requests for services). The Service Desk is certified as BSI ISO 20000 compliant and also ITIL standard practices and as such is committed to delivering a consistently high level of service.The Service Desk also works in partnership with the internal T&C teams; Service and Product Owners, T & C Commercial Services as well as external 3rd party suppliers.The post will be based in the Customer Service Centre. Willingness to work as part of a rota. Weekly hours will be worked on a rota basis in accordance with the needs of the service.  |

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| Structure |

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| Job Description |
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| Job purpose | The Service Desk Analyst will deliver high levels of customer satisfaction by working in partnership with T&C support services and 3rd party suppliers in a professional and efficient manner to deliver technical support to users/customers. They will ensure that all T&C related contacts are logged accurately and efficiently and resolved, where possible, in one contact. Where a resolution can not be found by the Service Desk Analyst they will triage the request or incident to the correct team for resolution.  |
| Communications | * Achieve excellence in customer service by ensuring all customer contact is conducted in a polite and professional manner to agreed standard, including listening, negotiating, analysing and rapport building skills.
* Liaise with out-of-hours support team regarding overnight problems, and conduct handover exercise prior to handover each day
* Liaise with support teams on resolution status or progression, including 3rd parties
* Escalate major/high priority incidents to appropriate management as per the T&C escalation procedure
* Escalate customer issues and complaints to appropriate management as per the T&C complaints and escalations procedure
* To ensure end user/customer satisfaction by maintaining frequent communication regarding incident status and providing up-dates and notice of resolutions
* Identify and communicate improvements to processes in order to improve service delivery.
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| Partnership / corporate working | * The Service Desk Analyst will work in partnership with internal T&C teams; Service and Product Owners, T & C Commercial Service aswell as external 3rd party suppliers.
* Partnership working with districts and other external partners to share systems and services
* Work in conjunction with Service Desk Team Leader and Customer Demand Channel Managers to identify areas of continual service improvement.
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| Resource management | * Utilise all technologies available to the Service Desk Analyst to accurately provide information and support to receive, triage, log, resolve incidents and requests on first contact.
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| Systems and information  | * Log all incidents and service requests on the service management solution system ensuring they are accurate and logged in accordance with policies and procedures.
* Actively use the knowledge base to provide information and advice, look up fixes for technical issues and add any additional information you become aware of from the technical teams to support customers to self –serve reducing demand into the wider T & C Service.
* Use password reset software to reset passwords ensuring T & C security policies are complied with.
* Monitor call management client to ensure incoming call volumes are effectively managed and calls are answered within SLA.
* Maintain a sound knowledge of current and future technologies by conducting personal research on the internet, computing journals, press releases etc and sharing findings with the rest of the team.
* Show an outward commitment to self-learning and development in line with the Customer Service Centre objectives, personal development plans and industry standard SFIA compliance framework.
* Apply knowledge gained from training to make recommendations for continual service improvements to processes and service delivery.
* To partake in maintaining and developing team knowledge and expertise associated with applications specific to customer environments.
* Responsible for monitoring the life cycle of an incident to ensuring a high level of incident ownership by accurately triaging, logging, resolving, progressing and managing all incidents to a satisfactory conclusion using the service management solution system.
* To maintain agreed service levels for all access channels into the Service Desk.
* Utilise available technologies, for example remote control, to provide a first line service, triaging, diagnosing and resolving incidents on first contact to meet team’s performance target, or assigning to relevant support team for action.
* To actively monitor incoming contact across all channels and prioritise where appropriate
* To share voice of the customer with Customer Demand Channel Manager to drive continual service improvement and insight into customer experience.
* Manage customer complaints and escalations effectively by utilising customer service skills to gain a full understanding of the issue and increase the customer’s confidence in the service.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Knowledge of the key principles of effective customer service
* Knowledge of the ITIL service management framework
* Basic understanding of IT systems
 | * Knowledge of ISO 20000 controls
* Practical knowledge of legislation and guidelines in relation to data protection
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| Experience* Recent experience of working in a service desk or call centre environment
* Proven experience of delivering excellent customer service in a fast-paced environment
 | * Experience of working in an ITIL service management aligned service desk
* Experience of dealing with customers over the telephone and on web chat.
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| Occupational Skills* Persuading, influencing and negotiating skills - ability to confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations.
* Problem solving skills - ability to identify possible causes of issues and implement solutions to minimise future occurrence.
* Resilience and tenacity– can work productively in a pressurised environment and support others to do so.
* Written and verbal communication skills – ability to present/record technical information in an accessible format suitable for a varied audience. Translate complex technical information into non-technical language.
* Active listening skills – able to listen and understand a person speaking using questioning and appropriate reactions.
* ICT Skills – good knowledge of Microsoft applications, email systems, network fundamentals and hardware. Effective data inputting skills.
* Investigative skills – an investigative nature with the ability to draw information from a variety of sources and solve technical issues
 | * Research skills
* Ability to share knowledge and skills
* Accurate data input skill
* Customer service skills
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Literacy and numeracy skills to level 2.
 | * A professional qualification in customer service
* ITIL foundation certification (Latest version)
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| Other Requirements* Requirement to travel to attend internal and external training courses and meetings.
* Requirement to be flexible in relation to working hours which may change to meet the needs of the business
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.