

ICT Support Analyst

Job Description

Directorate:	Resources		
Service:	Digital User Experience		
Location:	County Hall		
Salary range:	Grade 4	Grade:	4
Reports to:	Senior ICT Technical Support Officer	Staff responsible for:	None

Job purpose and scope

The ICT Support Analyst will be responsible for providing first-class technical support and customer service to users of the council's digital services. This role involves handling service desk contacts from a range of sources (digital, email, phone, in person), diagnosing and resolving technical issues, and ensuring the smooth operation of digital systems. The officer will work closely with other digital teams to maintain and improve service delivery. As an entry-level position, the role will involve escalating more complex issues to senior analysts when necessary.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Accountabilities/Responsibilities

- Provide technical support for digital systems:
 - Ensure that all digital systems are running smoothly and efficiently by providing technical support.
 - Diagnose and resolve technical issues.
 - Perform regular system maintenance.
 - Ensure that all software and hardware are up to date.
- Manage service desk contacts from various sources and ensure compliance with council standards:
 - Handle service desk contacts from digital, email, phone, and in-person sources.
 - Ensure that all contacts are logged, tracked, and resolved in accordance with council standards.
 - Set up new devices and manage software installations.
 - Ensure that all devices are configured securely.
- Adhere to ITIL standards and best practices:
 - Implement and follow ITIL procedures to ensure efficient and effective service management.

- Utilize ITIL methodologies for incident management, problem management, and change management to maintain high service quality.
 - Participate in continuous improvement initiatives to enhance service delivery and align with ITIL best practices.
- Troubleshoot and resolve technical issues:
 - Quickly and effectively troubleshoot and resolve technical issues that arise with digital systems.
 - Work with other digital teams to identify and fix problems.
 - Provide support to end-users.
 - Escalate more complex issues to senior analysts when necessary.
- Collaborate with other digital teams to implement and maintain digital solutions:
 - Work closely with other digital teams to implement and maintain digital solutions that meet the needs of the council.
 - Participate in planning and implementation.
 - Provide ongoing support and maintenance.
- Ensure the security and integrity of digital systems:
 - Implement and maintain security measures to protect digital systems from threats.
 - Manage antivirus software.
 - Perform regular security audits.
 - Ensure that all systems are compliant with the council's security policies.
- Understand the impact of service issues on users and be proactive in responding to their needs:
 - Assess the impact of any service issue or request on the service user.
 - Be proactive in responding to meet the needs of the service user.
 - Provide a professional and supportive service to users.
- Stay updated with the latest industry trends and technologies:
 - Keep up to date with the latest industry trends and technologies to ensure that the council's digital systems are using the best and most current solutions.
 - Participate in training programmes.
 - Stay informed about new developments in the field.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable
- Certifications in desktop management and support (e.g., Microsoft Certified: Modern Desktop Administrator Associate) *

Experience

- Some experience in providing technical support for digital environments:
 - Basic understanding of delivering technical support to end-users.
 - Ability to troubleshoot and resolve common technical issues.
- Experience in managing device configurations and troubleshooting technical issues:
 - Basic skills in configuring and managing digital devices.
 - Ability to diagnose and resolve basic hardware and software issues.
- Experience in collaborating with digital teams to implement and maintain digital solutions:
 - Willingness to work with cross-functional teams to develop and implement digital solutions.
 - Ability to communicate effectively with team members and stakeholders.
- Experience in undertaking user-centric roles and meeting the needs of users:
 - Commitment to understanding and addressing the needs of end-users.
 - Willingness to gather user feedback and incorporate it into service improvements.
- Some experience in applying standards and best practices:
 - Willingness to learn and implement ITIL methodologies for incident management, problem management, and change management.

Essential knowledge, skills & abilities

- Basic knowledge of desktop operating systems and software.
- Basic knowledge of digital security practices and protocols.
- Familiarity with industry standards and best practices for digital management and technical support.
- Troubleshooting and problem-solving skills.
- Good communication and interpersonal skills.
- Strong organisational and time management skills.
- Ability to work independently and as part of a team.
- Proficiency in configuring and managing digital devices to meet council standards and policies.
- Ability to diagnose and resolve basic hardware and software issues.
- Ability to provide technical support for digital systems.
- Capability to manage device configurations and ensure compliance with council standards.
- Competence in troubleshooting and resolving technical issues.

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- Ability to collaborate with other digital teams to implement and maintain digital solutions.
- Skill in ensuring the security and integrity of digital systems.
- Capacity to document technical procedures and provide training to junior staff.
- Demonstrable ability to stay updated with the latest industry trends and technologies.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.