ATAL AMDDIFFYN YMATEB
PREVENTING PROTECTING RESPONDING

Gwasanaeth Tân ac Achub Gogledd Cymru
North Wales Fire and Rescue Service

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Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	ICT Service Desk Analyst	POST REF	A110
DEPARTMENT	ICT	DATE	28/09/2018
REPORTS TO	ICT Support Manager	SALARY GRADE	4
LOCATION	ICT, Conwy	HOURS PER WEEK	37

OVERALL JOB PURPOSE
Provide a professional, approachable and relatable single point of contact for all ICT related matters, perform first line technical diagnostics and resolutions.   Assisting with placing orders with 3rd party suppliers in the absence of the Business Support Analyst.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
1	Provide a professional reception service to all visitors to ICT, Conwy, including answering queries, issuing passes, ensuring visitors are aware of building safety & welfare information, providing guest WiFi access and directing visitors to locations within the building.
2	Provide a single point of contact for all ICT related matters. Ensure all ICT incidents and requests are accurately logged, and technically qualified prior to escalation where appropriate. Provide updates to the Service users on calls that are outstanding.
3	Monitor the progress of incidents and requests to assist with the adherence of service level agreements. Ensure that all progression comments and final resolutions are recorded accurately.
4	Perform first line technical diagnosis of all ICT incidents and service requests. Perform resolutions and fulfilments where possible, including, but not limited to restoration of files from backups, performing administration tasks in active directory, monitor emails contained within the boundary mail system and other related information systems tasks.
5	Provide meaningful instruction to users at their technical level of understanding, and be able to advise users on best practice. Analyse popular ICT assistance requests and create electronic learning material and knowledge articles. Liaise with ICT technical specialists to produce training material in line with the release of new products and services. Annually review 'Published' knowledgebase articles, which are available to staff within the Service, to ensure they are accurate and still valid.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
6	Responsible for configuring mobile devices, such as tablets, mobile phones and other mobile devices. Perform sim swaps and maintain records on mobile service provider's portals and internal asset register. Provide basic troubleshooting of faults with mobile devices and networks.
7	Review and update the building inventory, ensuring all assets are correctly located, accounted for, and records updated accordingly.
8	Conduct building administration including fire alarm checks, meter readings, vehicle checks and fault reporting. Including accurately updating records using various Information Systems.
9	Efficiently manage own workload, to ensure the core duties of the Service Desk are delivered in a timely and professional manner.
10	Work closely with other ICT team members within the department with tasks such as hardware moves and installations.
11	Accurately maintain ICT asset database. Ensure new assets are entered at point of entry, movements of hardware, while ensuring all records are complete and updated, inclusive of despatch and installation. Arrange WEEE recycling collections and asset updating at the time of collections.
12	Ensure stationery supply levels are maintained and replenished when needed.
13	Input orders and receipt goods and services for ICT on to the Finance System.
14	Distribute bilingual electronic communication on behalf of ICT when required.
15	Book courses and accommodation for ICT personnel.
16	Ensure stock levels of refreshments are available, and refreshments are provided to visitors.
17	The post holder may be required to undertake other duties as commensurate with this role.

SUPERVISORY RESPONSIBILITY
None.

FINANCIAL RESPONSIBILITY
None.

CONTACTS OUTSIDE OWN SECTION
All in-house Departments. Third Party Suppliers with regard to ordering, ICT assets and services. Other Services, Local Authorities and members of the public.

WORKING CONDITIONS

Indoors, maybe required to work at different Fire Service locations in order to install and maintain equipment and move assets. May be required to move bulky and/or heavy objects.

LANGUAGE REQUIREMENTS

Welsh Language Skills – Speaking and Listening- Level 4 – Requires that you can:
Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS

NPPV Level 3

MANDATORY TRAINING

ITIL Foundation, Manual Handling, Fire Safety Awareness, In-house driving assessment.

OTHER

Working indoors in an office environment at all times. May be required to drive to other sites.

Will be required to deal with all members of the public at Reception and over the telephone at times, in varying situations.

PERSON SPECIFICATION
Assessment for recruitment requirements and competencies

POST TITLE	ICT Service Desk Analyst

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	**ESSENTIAL** The qualities without which a post holder could not be appointed • Knowledge of Microsoft based systems. • The ability to liaise with people at all levels within the Service as well as members of the public and other visitors to the building. **DESIRABLE** Extra qualities which can be used to choose between candidates who meet all the essential criteria • Educated to HNC level in a related subject or equivalent experience. • Previous experience working within an ICT environment.

SKILLS	**ESSENTIAL** The qualities without which a post holder could not be appointed • To meet deadlines and work under pressure. • Work on own initiative and as part of a team. • Work confidentially and with integrity. • Welsh Language Skills – Speaking and Listening - Level 4. • Full current driving licence. **DESIRABLE** Extra qualities which can be used to choose between candidates who meet all the essential criteria • Flexibility in hours of work.