



Role Title	Service Desk Analyst	Reporting to	Senior Service Desk Analyst
Section	Digital Service and Support	District/Department	Digital Policing Directorate
Tenure		Rank/Grade	Scale 5

Part A – JOB DESCRIPTION

Overall purpose of role	To provide 24/7/365 hour single point of contact and first line support to West Yorkshire Police computer and communications system users facilitating the restoration of normal operational service with minimal business impact upon the customer within agreed service levels and Force and Departmental priorities.
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Key outputs for role –	
<ol style="list-style-type: none">1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.2. To provide a professional and efficient Service Desk facility to users of Force computer and communication systems, including first line resolution of problems wherever achievable. This includes providing support in person, over the phone, electronically and remotely by screen sharing or remote control, live chat support and email support.3. To assess incidents when reported to the service desk and ensure the appropriate business and technical recovery procedures are invoked at the earliest opportunity including applying test fixes to ensure problems have been adequately resolved and identify, record and report upon deficiencies in customer and user training that negatively impacts upon the use of computer systems and applications.4. Apply diagnostic utilities to aid in troubleshooting and identify and learn appropriate software and hardware used and supported by the organization. When required analyse and rectify faults of a more complex nature (beyond 1st line fix) under the guidance of 2nd line support teams and Service Desk Team Leader.5. To ensure the proper and accurate recording of incidents to allow performance measures in respect of staff resource usage, service delivery and performance to be identified and fault mapping to be undertaken thereby achieving best value.6. To identify, monitor and ensure rectification of problems pertaining to all operational computer equipment within the computer suite ensuring SLA targets are met, and perform routine maintenance and cleaning tasks to ensure optimum reliability.7. Liaise and consult with Force users, internal and external technical staff, engineers and suppliers to identify and rectify matters of system or equipment failure and take the necessary action required to ensure reliable system availability for all users.8. Ensure all IT systems within the Data Centre are backed up on a daily basis to secure the Force's data and to take appropriate measures in the event of any failures.9. To maintain a current directory of third party contacts and details of third party support and maintenance contracts.10. To identify, record and report upon deficiencies in customer and user training that negatively impacts upon the use of computer systems and applications and to document fixes and workarounds and ensure these are added to the Service Desk knowledgebase.11. To provide customers with data reports by searching archived data accessible only by service desk personnel and provide necessary training to end users as and when required.	

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- There are over 150 supported applications typically supporting over 3000 users at any one time employing a wide range of technologies and applications.
- Receive approximately 2500 calls for support each week.
- Maintain and support the department's quality policy by working to the documented procedures and adhere to the data protection principles.

Work/Business contacts

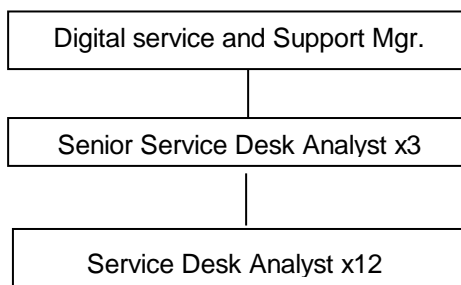
- Internal:** Deal with written and telephone enquiries from all system users and to keep them updated of progress. Liaise with Digital Policing staff regarding system faults and incidents and other Departments as appropriate.
- External:** Report system faults and liaise with suppliers in order to fulfil first line recovery and follow up any outstanding system problems.

Expertise in Role Required (At selection - Level 1)**Essential or Desirable**

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| • Proven knowledge and ability to use a range of computer applications. | Essential |
| • Experience of working within a busy technical service Desk or customer facing environment | Essential |
| • Technical capability in the use of industry standard equipment and the ability to provide technical advice on its use | Essential |
| • Proven and relevant experience in a busy computer operations environment | Desirable |
| • Be willing to participate in a 24/7 rota. This will include nights and weekend work and where required Bank Holidays (**applies to Shift Contract employees, only NOT Flexi Contracted workers) | Essential |

Expertise in Role - After initial development - Level 2

- Detailed knowledge of relevant Digital Policing service desk procedures and practices
- Detailed understanding of Force computer systems and data network
- Able to perform first line fault resolution without seeking advice from colleagues

Structure**PART B – COMPETENCIES & VALUES****Competency and Values Framework –**

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Reviewed existing working practices and procedures and recommended change where appropriate.
- Successfully completed the ITIL foundation course

PART D - ACCESS & VETTING

Standard IT Access	Administrator
Police Building (Perimeter and Zone access)	Perimeter Access to Police Buildings where based
Vetting Level	Management Vetting
Date accepted as a role profile	24/10/17