



ROLE PROFILE

Post Title:	Service Desk Analyst	
Grade:	LC5	JE: 1220
Location:	Lancashire Constabulary Headquarters	
Responsible to:	Service Desk Team Leader	
Responsible for:	N/A	

Job Purpose:

To deliver high quality provision of ICT customer support and service to Constabulary staff, ensuring service delivery is aligned to operational and customer needs.

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To identify and record all ICT incidents, service requests and change requests onto the Service Desk System.
- To provide 1st line resolutions/ updates in response to ICT incidents and requests, where applicable and to assign and allocate 2nd line fixes to the relevant areas of business.
- To control the authorisation, allocation and maintenance of appropriate access rights to networks, systems, applications, data, email facilities and internet/intranet facilities in line with Force policies and the principles of the Data Protection and Computer Misuse Acts.
- To provide high quality service delivery and customer satisfaction within the Service Desk.
- To notify the Service Desk Team Leader of any major incidents/ disruption to services, so that appropriate action may commence.
- To liaise and consult with other areas/teams across ICT when investigating problems and developing solutions, in order to minimise disruption to users and the force.
- To provide appropriate advice and guidance to customers, stakeholders and colleagues, with regards to 1st line resolutions.
- To adhere to any systems of internal control operating within the Service Desk, ensuring compliance with Constabulary policies and ICT National Standards.

- To undertake other duties and additional responsibilities as determined by the Service Desk Team Leader, consistent with the grading of the post.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview

Inclusive, enabling and visionary leadership

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

Intelligent, creative and informed policing

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

Integrity	Impartiality
Public Service	Transparency

Qualification		
Essential	Desirable	To be identified by
ITIL Foundation Certificate or willingness to work towards it		Application Form
Knowledge / Experience		
Experience of using and operating Microsoft Applications and force systems		Interview
Experience of providing advice and guidance to staff and managers		Application Form/Interview
Experience of dealing with people in difficult, sometimes confrontational circumstances		Application Form/Interview
Experience of planning, organising and prioritising workloads		Interview
Experience of communicating effectively across a wide spectrum of people, both individually and in groups		Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form/Interview
Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them		Application Form/Interview
Experience of working effectively as part of a team		Interview
Demonstrates self-motivation and willingness to develop self within the role		Interview
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Required to pass relevant vetting level		Vetting process
Demonstrates a flexible approach to working practices and hours		Interview
The ability to travel on Constabulary business, as required		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: January 2020