

**ROLE PROFILE**

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

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| **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. |

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| **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. |

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| **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.

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| **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** |

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| **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 deems appropriate.

**Date last updated: January 2020**