**Job Profile: Service Centre Analyst**

**This supplementary information for Service Centre Analyst for is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family: ICT Shared Service Job Level 3, Zone 1, Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The Service Centre Analyst will receive, record, investigate all IT calls, including service requests and incidents. Routine use of information systems and related equipment using good customer service to resolve issues.

The post holder will be part of a team acting as the first point of telephony contact for to provide 1st line support and increasingly deal with 2nd line support activities. To ensure that calls are dealt with within agreed service levels, are prioritised and escalated appropriately.

To provide a professional customer focused service, ensuring that users use ICT facilities effectively and are kept informed of the progress of their calls and any other issues that may impact on service provision and support.

**Example outcomes or objectives that this role will deliver:**

* To receive, log and manage calls from service staff via telephone and email
* Troubleshooting basic network connectivity issues
* Escalate unresolved issues to the third line support staff
* Log all calls in the Service Centre Call Logging system (SCSM)
* Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
* To maintain a high degree of customer service for all support queries and adhere to all service management principles
* Provide basic user account administration covering: creating and modifying user accounts, reset passwords, create groups etc
* To pursue continuous improvement, and incorporate best practice
* To support and assist in the development of Disaster Recovery plans ensuring these are consistent with the Corporate Business Continuity Plan

**People Management Responsibilities:**

*None*

**Relationships**

* Internal
  + Operational stakeholders – all levels of staff including the Chief Executive, Directors etc.; councillors
  + Wider Technical teams in ICT and communities

**Work Environment:**

Based at Camden, however may be required to work across the three boroughs.

**Technical Knowledge and Experience:**

* Understanding of ITIL service delivery, complex procurement and specification management
* The ability to manage customer expectations and ensure effective communications with colleagues and customers
* Is familiar with the security standards and all relevant legislation that affects security within the defined scope of authority
* Basic knowledge of Microsoft Active Directory
* Incident Management experience – Managing incidents including business expectations and communication
* Basic User & Security Group Active Directory

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* •Deliver for the people of Camden
* •Work as one team
* •Take pride in getting it right
* •Find better ways
* •Take personal responsibility
* For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/>