

Job Profile

Job Title: Senior IT Service Desk Analyst
Job Grade: Level 3 Zone 2
Salary Range: £34,629 - £40,171

About Camden

Camden is building somewhere everyone can thrive by making our borough the best place to live, work, study, and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

About our Technology Service

A key part of our Digital and Data Services division, our Technology Service provides innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

Our Technology service is responsible for delivering Infrastructure, Information Security, Technology Adoption (Microsoft 365, Digital IQ, and Digital Change), End User Compute (EUC) and IT Support Services across Camden. Our Service Desk currently operates a core service between 08:00 and 18:00 Monday to Friday and provides a point of escalation out of hours via a contracted 3rd party provider.

About the role

We live in an era of digital transformation, at a time in which technology touches everything we do. The IT Service Desk provides a critical function, sitting at the heart of our overall IT service provision and is a significant driver of the user experience, influencing our user's perception of IT overall. It provides a key point of contact for all IT support, including most of the user facing IT systems and applications which are used to manage and operate the wider business. This includes desktop and other hardware, software, line of business applications and enterprise applications. Demand is received via several channels, with the service desk additionally responsible for resourcing the face to face IT Hub, currently located at 5PS.

The IT Service Desk / Face to Face Hub handles over 75,000 incoming user contacts a year, primarily through phone and e-form channels. We're looking for someone who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help shape an inclusive service while continuously looking for ways to improve the user experience. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required, or complexity encountered.

The Senior Service Desk Analyst provides the same role as the Service Desk Analyst, with the additional responsibility of assisting with the organising tracking and management of some of the day to day operational activities. Your excellent organisational skills and understanding of the service demands, will ensure core tasks and priorities are delivered, contributing to the production of performance data and reporting insight. This role will also be required to lead some change and improvement initiatives. This role provides shared cover for the Team Leader.

A blend of office and remote work, you can look forward to a fantastic working environment and positive work culture. Offering best in class 1st line phone support but also office-based face to face support in our IT Hub. The Service Centre is a flexible resource pool, and we aim to offer opportunities to be involved in some project work, providing variety wherever feasible.

About you

You will be a customer focused, enthusiastic individual, a strong team player, who is passionate about meeting the needs of the entire Council. You will be committed to providing a professional service desk /1st line support function delivering excellent IT support and end user experience, ensuring that all requests from users for assistance are handled promptly and effectively and within agreed service levels.

You will possess a fantastic telephone manner and be able to demonstrate that you take ownership and see things through. You will have a 'can do' approach to your work and a learning mind-set, always seeking to improve yourself, working collaboratively with the wider DDS and Technology service areas, and the Service Centre Team Leads to transform the end user experience.

You will assist other team members and colleagues, acting as an escalation point, able to deal with more complex issues/processes requiring a higher level of technical knowledge, and collaborating cross-functionally with other IT support teams to diagnose, investigate, and resolve incidents promptly, minimising business disruption and maintaining high levels of satisfaction.

We expect baseline skills and knowledge across a wide range of IT technologies focusing, but not exclusively, on Microsoft technology, enabling you to advise staff on solutions and to contribute to our culture of innovation. You will be naturally curious, not afraid to experiment with new ideas and emerging technologies. Embracing failure as part of the overall learning experience – while continuing to strive for incremental improvements for our users and organisation.

Key Competencies & Attributes:

- You will possess excellent inter-personal skills, able to communicate effectively at all levels with technical and non-technical people, using different channels and approaches.
- You will be exceptionally customer service orientated with attention to detail and significant emphasis on quality of work and a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- You'll have the ability to achieve results, sharing skills knowledge and experience with your team, listening, and learning from others particularly the 2nd line engineers.
- You'll be a people person who enjoys and can engage and build relationships through effective and personable communication, confident and willing to work collaboratively with other teams, and external vendors, breaking down silos to resolve issues or collaborate on innovative ways of working.
- You'll understand why users need to contact the service desk, ensuring that user contact demand data is accurately recorded, recognising the importance this has in providing actionable data insight.

Core skills include:

- Excellent analytical skills, underpinned by an exceptional customer service approach, with attention to detail and significant emphasis on quality of work and a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- Experience of working in a technical support role in a busy, often pressurised, and complex environment, supporting a diverse range of users including executive and VIP level.
- Experience in using agile collaboration tooling in IT service management, such as Jira and Confluence proficient in their use to manage incident and service fulfilment requests.
- Knowledge of device, application and server technologies and services across a range of technology platforms, including Active Directory, SCCM, Microsoft 365, Azure, Mobile Device Management (MDM) Systems with a focus on Intune and Autopilot, Remote Working Solutions including VPN and the concept of a Zero Trust approach., Mobile/Portable Devices, Desktops, Core End-User Applications and Security.
- Proven experience of supporting modern End User Compute (EUC) solutions using Windows o/s 10/11, MS Office 365, and Endpoint Manager.

Desirable skills include:

- Experience supporting Apple Mac environments and Mac OSX MDM would be beneficial.

Key Responsibilities:

- You will ensure that support tickets and calls are professionally and consistently handled, in line with service standards and procedures and ensuring agreed service levels are met or exceeded.
- You will use your excellent questioning skills to collect information, trouble shoot and guide the end user through suitable diagnostic procedures to determine the source of the problem.
- You will aim for first contact resolution wherever possible, referring more complex issues to the senior engineers or other technical support staff.
- You will be expected to capture detailed information into the IT Service Management tool for each call, to ensure any escalations can be tracked and dealt with quickly and effectively.

- You will manage personal workload, ensuring that all tickets are updated regularly, providing regular updates to end users, and ensuring ongoing communication is maintained throughout the life of the call, setting expectations appropriately at each communication.
- Working in the IT Hub, you will help with and perform system builds/re-builds, software installations and patch management on PCs, laptops and peripherals as required.
- You will take personal responsibility for ensuring that the configuration management / asset system, documenting details of all hardware/software items that have been installed, removed, or changed so that configuration management / asset records are fully updated and accurate.

Work Environment:

Our IT Service Centre Teams work in an 'agile' hybrid way, with this role operating a blend of both remote home working and on-site support at either our head office at 5 Pancras Square, or at other sites within the Borough, to fulfil organisational support requirements.

The service currently operates a shift pattern on a rota basis, Monday to Friday, with core hours between 8am and 6pm and you will need to be willing and able to be part of that arrangement. You may be asked to work an occasional weekend / out of hours to help deliver project work on a voluntary basis, where it is not feasible to do it during core hours. In all cases additional hours will be paid or time off in lieu will be applied.

People Management Responsibilities:

None. We aim to offer opportunities as part of community initiatives such as apprenticeships and you will be required to contribute to the development of those resources.

Key relationships:

- This post reports to the Service Desk Lead
- Internal at all levels, particularly 2nd line support engineers, the wider IT service colleagues, Members, and senior leadership support leads.
- External including 3rd party suppliers e.g. out of hours service desk, Xerox, and collaborating with partners where Camden are providing some or all their support e.g. NHS Trust.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term

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health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,