

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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| <b>Job title:</b>                  | ICT Support Analyst  | <b>Location:</b>                       | Cheltenham |
| <b>Job group:</b>                  | Specialist - Level 1 | <b>Peer group no:</b>                  | PGC11      |
| <b>Reports to:</b>                 | Resource Manager     | <b>Working hours:</b>                  | 37 hours   |
| <b>Business World Post number:</b> | New Post             | <b>Line management responsibility:</b> | None       |
|                                    |                      | <b>Direct Reports:</b>                 | None       |
| <b>FTE Salary pro rata:</b>        | £22,309 - £28,297    | <b>Contract type:</b>                  | Permanent  |
|                                    |                      | Further detail:                        | N/A        |

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| <b>Main purpose of this specific role:</b> | <p>Working as part of the ICT Team to provide day-to-day, first line helpdesk support effectively and efficiently across all Councils and Clients.</p> <p>Provide an excellent customer service experience, liaising with customers at all levels to help resolve technical issues both face to face and remotely.</p> <p>You must be flexible and able to work with minimal supervision using your initiative when required, and prioritise and manage your own workload.</p> |
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| <b>Essential qualifications/skills/ experience specific to this role:</b> | <ul style="list-style-type: none"> <li>● Be educated to A level standard in IT or related subjects or have equivalent experience.</li> <li>● Have good working knowledge of PC and Printer Hardware.</li> <li>● Have knowledge and experience of Microsoft Windows 10 as well as Microsoft Office 365 or Google Workspace.</li> <li>● Experience of working within an ICT support role / team.</li> <li>● Experience of handling 1st line support calls.</li> <li>● Have strong customer service skills with a friendly, approachable manner.</li> <li>● Ability to communicate effectively at all levels, both internally and externally.</li> <li>● A willingness to take responsibility for dealing with issues and resolving problems, using own initiative.</li> <li>● Ability to remain effective, whilst adapting to changing tasks and priorities, in order to meet deadlines.</li> <li>● A willingness and ability to develop your own skills.</li> </ul> |
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|   | <b>Generic Job Profile:</b>  |
| <b>Main Purpose:</b>  | <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>● Provide technical advice and direction to internal and external customers</li> <li>● Apply detailed technical knowledge within an area of expertise and manage sensitive, detailed case or project based work</li> <li>● Meet needs and react to operational demand within prescribed guidelines</li> </ul>  |
| <b>Key Responsibilities:</b>  | <ol style="list-style-type: none"> <li>1. Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions</li> <li>2. Input into projects and work with other technical experts</li> <li>3. Attend meetings and interactions as needed</li> <li>4. Analyse problems to determine the best solution</li> <li>5. Engage and interact with customers to meet their needs</li> <li>6. Work within relevant legislation, prescribed policy, procedures and guidelines</li> <li>7. Escalate to senior technical colleagues when necessary</li> <li>8. Carry out duties with discretion, integrity and maintain confidentiality</li> <li>9. Ensure all relevant customer and company information is captured and recorded accurately</li> <li>10. Contribute to delivering the key performance indicators within the role</li> <li>11. Undertake any other duties as reasonably required to do so</li> </ol>             |

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| <b>General Accountabilities:</b>                                     | <ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>   |
| <b>Essential Requirements, Qualifications, Skills and Abilities:</b> | <ul style="list-style-type: none"> <li>• GCSE Maths and English or equivalent to grade C/4 or higher</li> <li>• Ensure all relevant customers and company information is captured and recorded accurately</li> <li>• Ability to work independently under pressure and within tight deadlines</li> <li>• Ability to work with others to deliver key outcomes</li> <li>• Ability to manage time effectively</li> <li>• Demonstrate commitment and resilience to succeed</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Excellent written and verbal communication skills</li> <li>• Competent in using a range of technology and software packages from companies such as Microsoft and Google</li> </ul> |
| <b>Desirable Requirements Qualifications, Skills and Abilities:</b>  | <ul style="list-style-type: none"> <li>• Working towards full membership or professional accreditation with a relevant professional body</li> <li>• Knowledge, understanding or experience of project management</li> </ul>  |
| <b>Special Conditions:</b>   | <ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Ability to travel</li> </ul>   |
| <b>Date reviewed:</b>  | 05.01.21   |
| <b>Reviewed by:</b>  | Michelle Martin  |
| <b>Manager job title:</b>  | Resource Manager   |
| <b>Date of issue:</b>  | 07.01.21   |