



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources
AREA/DEPT: ICT Department
FAU:
SECTION: ICT Services
JOB TITLE: **IS SUPPORT ANALYST**
REPORTS TO: IS Support Team Leader
CURRENT RANK/GRADE: **F**
DATE: March 2018

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To provide technical support for all users, train and advise them in the use of ICT equipment. To report on all problem resolution activities. To assist in the roll-out of new or upgrade desktop products or services.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Accept and register user requests for assistance in accordance with standard support procedures so that a full and proper response can be delivered, monitored and measured.
- b) Resolve user problems quickly by telephone or by on-site visits so that any impact on Force operations is minimised.
- c) Schedule work time and activities to the priorities set by the IS Support Team Leader so that a balanced response to users can be delivered by the team.
- d) Log and report all support activities so that user problems are seen to be resolved and personal and team performance can be measured.
- e) Advise and assist users in a responsive, courteous and diplomatic manner so that users will recognise that I.C.T. problems are being addressed quickly and professionally.
- f) Report and / or request any changes of I.C.T. hardware and software products at a user site as a result of user support activities so that an accurate inventory of I.C.T equipment can be maintained.

- g) Participate in team meetings and activities so that management guidelines are followed and a cohesive approach to the user is maintained.
- h) Assist in the installation of new or replacement I.C.T. equipment and cabling.
- i) Maintain knowledge and awareness of developments in desktop and emerging technologies.
- j) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the postholder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.
- k) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management issued by the College of Policing including Home Office Code of Practice on MoPI.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The postholder should be educated to HND or equivalent in Computer Studies or a closely related subject or alternatively should have practical experience in a similar post in a medium to large user environment with a detailed technical understanding of ICT. Experience of training and advising users on the operation, functionality and the limitations of desktop products or services is also required.

The postholder requires technical knowledge of the operating systems, networking, hardware and software used by the Force.

Sound understanding of MS Office applications (Word, Excel, Powerpoint, etc.), E-mail systems, Internet connectivity and operation.

A logical and analytical approach to fault diagnosing is required in order to ensure an effective service is provided to users.

Self-motivated to manage own schedule with ability to carry out support tasks and good administrative abilities to log and report activities.

Good customer care skills, over the telephone and on-site with a professional approach and courteous manner. Ability to ascertain information from users and provide users with advice regarding resolutions of problems

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

The postholder has no direct reports but may be called upon to supervise the activities of external service providers.

(b) *Supervision Received:*

The postholder reports to a Support Team Leader who will set priorities, tasks and schedules on a weekly basis, but the postholder will normally work on site, unsupervised.

(c) *Other Contacts:*

(i) *Within Merseyside Police:*

Daily contact with ICT users at all levels. This will involve telephone response as well as site visits.

Daily contact with members of the team and with other staff within the ICT department.

(ii) *Outside Merseyside Police:*

Regular contact with suppliers of services, hardware and software.

5. CONTEXT:

(a) *Operating Environment:* (Services provided, work patterns, who are the customers).

Postholder works within Force Flexitime Scheme however must be flexible to meet the requirements of the section.

The service can range from a simple query on ICT operation, which could be answered in minutes over a telephone, to a failure of equipment necessitating a journey and on-site visit to resolve the problem..

- (b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Call taking procedures are well defined and follow strict guidelines encompassing the receipt, acceptance, acknowledgement and fulfilment of a user request, but the response to calls can be extremely varied and we rely upon the judgement of the Support Analyst to manage each response in a professional and thorough manner.

Weekly schedules and priorities will be set by the User Support management and Team Leaders with the Support Analyst free to determine problem resolution within these boundaries.

Postholders must comply with Force Policies and Procedures and Health and Safety Guidelines.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

The postholder has no direct reports.

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: The role only has a financial impact on Force operations when done badly. The failure to respond to or correct a problem will impact upon the performance of the user.

Staff: The postholder has no direct reports.

Other:

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

The main challenges facing the User Support Analyst are:-

- Ensuring complete user satisfaction during and after the resolution of a problem.
- Managing time and priorities to cope with scheduled tasks.
- Staying in touch with a wide range of rapidly advancing technologies.
- Managing user resistance to change
- Deciding upon, and adhering to, task priorities in user situations.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn