

# WEST YORKSHIRE FIRE & RESCUE SERVICE

## JOB DESCRIPTION.

**POST TITLE:** ICT Support Analyst.

**GRADE:** 5

**RESPONSIBLE TO:** ICT Customer Service Supervisor

**RESPONSIBLE FOR:** N/A

**PURPOSE OF POST:** To ensure that ICT Service delivery meets agreed KPI's, and positive Customer Experience is achieved. To support Authority users in the use of ICT systems and services including technical support, user assistance and regular ongoing maintenance.

### MAIN DUTIES AND RESPONSIBILITIES.

1. Uphold and successfully deliver the ICT Service Level Agreement within the Authority.
2. Ensure that all requests for ICT support, services or resources are dealt with according to set, agreed and documented standards/procedures, ensuring compliance with ITIL processes.
3. Delivery of positive ICT support activities in line with expected Customer Experience for the ICT Department, taking responsibility for ensuring consistent standards are maintained.
4. Undertake initial analysis and maintenance of Authority ICT systems including operating systems, applications, server side facilities such as exchange email, SharePoint and Internet/Email filtering systems.
5. Ownership, identification, and rectification of faults/issues at a first line level, in accordance with incident management activities.
6. Maintain accurate records of Authority ICT equipment in line with asset management and configuration management activities.
7. Undertake day to day network/systems management activities such as: hardware/software installations, updates, patches/fixes, antivirus & security systems, and routine monitoring.
8. Provision of advice and training to end user departments on the day-to-day use and support of a wide range of Authority ICT Systems in conjunction with the ICT Training Coordinator.
9. Provide support to colleagues where required.
10. Liaise with internal and 3<sup>rd</sup> party providers as required.
11. Work flexibly as part of the First Line team rota.
12. Willingness to participate in the Authority standby scheme as required.

## Second area:

1. To Implement and promote the Authority's:
  - Health and Safety policies
  - Equality and Diversity policies
  - Information Security Management System policies
  - Safeguarding policies
  - Business continuity policy and contingency arrangements.
- 2 Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.
- 3 To demonstrate and uphold the service values and to promote the organisation in a positive manner.
- 4 Responsibility for ensuring any data produced in relation to the post is accurate and current.
- 5 Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.
- 6 Undertake any other duties commensurate with the grade of the post as directed by line management.

## PERSON SPECIFICATION/SHORTLISTING CRITERIA

In order to be shortlisted for the post you will need to demonstrate your ability to meet the requirements of the role by giving clear, concise **examples of how you meet each** of the following person specification criteria on your application form. On your application form please list or number the competency criteria against which you are providing evidence/examples.

You will only be shortlisted from the details in the application form if you meet **all Essential criteria**, i.e. items you must be able to do from day one to be able to perform the role. If a large number of applications are received, only those who also meet the Desirable criteria will be shortlisted, i.e. criteria you need to undertake the role, but which could be learnt during training.

There may be some criteria that are identified through 'Selection Process' only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

	<b>Experience.</b>	<b>Essential/ Desirable.</b>	<b>Where identified.</b>
1	Significant experience of working within a Service Desk team (ICT or other discipline).	Essential	Application & Selection Process
2	Experience of working with IT and Enterprise Service Management tools including incident management, asset management processes and equipment maintenance.	Essential	Application & Selection Process
3	Experience of customer relationship standards and user support including dealing with compliments and complaints.	Essential	Application & Selection Process
4	Significant, specific experience, knowledge, and interest	Essential	Application &

	in some or all of the following areas: Windows Server 2016/2019, Active Directory, Azure AD, VMware/Virtual Server Environments, LAN & WAN Networking technologies, Windows 10/11, Office 365, Exchange 2016/Online, SharePoint 2016/.		Selection Process
5	Experience of working in the public sector – preferably a blue light service.	Desirable	Application

	<b>Education and Training</b>	<b>Essential/Desirable</b>	<b>Where identified</b>
6	Educated to NVQ level 3 in a computer related subject or have the equivalent relevant training and/or experience.	Essential	Application
7	ITIL Foundation certified or ability and willingness to undertake this qualification	Essential	Application
8	Certification of appropriate professional technical qualification relating to ICT such as: Microsoft Windows Server, Windows Desktop OS, Virtual Environments or Networking Technologies or equivalent relevant experience.	Essential	Application Form & Selection Process

	<b>Special Knowledge and Skills</b>	<b>Essential/Desirable</b>	<b>Where identified</b>
9	Skilled in end user support, guidance, and training; using remote and face to face methods to instruct and advise users.	Essential	Application Form & Selection Process
10	Ability to communicate at required levels with confidence and clarity taking account of audience.	Essential	Application Form & Selection Process
11	Ability to work to tight deadlines, under pressure with effective time management skills.	Essential	Application Form & Selection Process
12	Excellent organisational skills with the ability to work with or without significant supervision when required.	Essential	Application Form & Selection Process
13	Demonstrate an understanding of the importance of equality and diversity to WYFRS as an employer and service provider.	Essential	Selection Process Only
14	To hold and maintain a current full valid car driving licence.	Desirable	Application

**Date updated/written** March 2017, updated August 2018 – GDPR compliance, updated November 2021.