



Job Description

Service Improvement Team

Technical Analyst



Brentwood 2025

Where everyone matters

Corporate Strategy

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Position Title	Technical Analyst
Service Area	Digital and Customer Engagement
Team	Service Improvement: Technical Delivery & Support – Desktop & Application Support
Band	F
Reports to	Technical Delivery Manager
Responsible for	
Financial Accountability	

Brentwood Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

MAIN PURPOSE

Working as part of a team, the Technical Analyst will provide first-line support to customers via the telephone, remotely or face to face, ensuring that customers receive a high level of service at all times, issues are resolved effectively, and customers are kept fully informed of progress.

In line with their specific technical skills and experience, the Analyst will respond to incidents, deliver specific service requests, work on tasks to maintain and improve the ICT Service and support project-based activity.

Operating largely within established frameworks and processes, the Analyst will ensure prompt resolution to incident and service request from the ICT Help Desk using agreed timescales and SLA's.

GENERIC DUTIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs
3. To engage with and build positive relationships with customers to ensure that their requirements are at the centre of the design and delivery of services with the aim of achieving high levels of customer satisfaction.

4. Support the implementation of policies and strategies for the service to support service delivery, income generation, value for money and the delivery of Council priorities and defined outcomes.
5. To advise members and officers of the Council at formal meetings as required.
6. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
7. Undertake all the duties within the framework of Equal Opportunities.
8. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

SERVICE SPECIFIC DUTIES

1. Provide professional IT support to a range of customers/service users across the organisation
2. Respond to customer support requests in a timely fashion, meeting the relevant service levels and targets.
3. Ensure all requests are accurately recorded. Where first contact resolution is not possible, ensure that the requests are passed to the appropriate teams.
4. Own and manage customer requests through to resolution or delivery or work closely with colleagues to pass requests on for resolution by staff with a different skill set, using existing processes and tools.
5. Keep customers informed on the progress of their request.
6. Responsible for keeping various inventory databases up to date
7. Comply with ICT security and data protection and all relevant ICT policies and processes as required.
8. Direct and attend with (where necessary) third party maintenance personnel to correct equipment.
9. Maintain and ensure comprehensive documentation is available and up-to-date in support of the Service Desk, ensuring all necessary documentation is passed to the appropriate users

10. Work independently in the field to resolve customer issues tasks when required.
11. Be responsible for ensuring an effective link is maintained between the service user and technical support to reach the desired outcome/resolution
12. Ensure own skills and knowledge relevant to the role is kept up to date in order to provide specialist advice/support service users as required
13. Undertake such other duties as may be reasonably required within this post to support the operational needs of the service area and Council, including maintaining business continuity and during any civil emergencies.
14. Demonstrate an understanding of modern technologies such as SaaS and PaaS.
15. Support our Digital Platforms.

PERSON SPECIFICATION

Position Title:	Technical Analyst	Date Prepared:	March 2018
Service	Digital and Customer Engagement	Band:	F
AF= Application Form		I = Interview	
T= Test			

	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Ability to quickly adapt and learn new skills.	✓		AF/I/T
1.2	Ability to install, maintain and repair PC equipment	✓		AF/I/T
1.3	Ability to demonstrate and apply exceptional customer care skills.	✓		AF/I/T
1.4	Ability to work under pressure.	✓		AF/I/T
1.5	High level of attention to detail with clear written and verbal communication skills and accurate keyboard literacy skills for data entry.	✓		AF/I/T
1.6	Flexible and adaptable approach.	✓		AF/I/T
1.7	Substantial experience of working within an IT Infrastructure and ICT Service Desk environment. With knowledge of networking, IT communications and PC hardware	✓		AF/I/T
1.8	Good knowledge of Office 365, Microsoft operating systems and MS Office products	✓		AF/I/T
1.9	Sound experience of communicating effectively with a wide range of people, proven ability to resolve conflict	✓		AF/I/T
1.10	Experience of successfully working in a team. Enjoys working as part of a team and with a range of people to achieve shared goals and objectives	✓		AF/I/T
1.11	Demonstrates creativity, innovation and skill in applying solutions for the benefit of the user.	✓		AF/I/T
2.	CORPORATE BEHAVIOURS			
	SUPPORTING AND CO-OPERATING			
2.1	Supports others and shows respect and positive regard for them in social situations. Puts people first, working effectively with individuals and teams, clients and staff. Behaves consistently with clear personal values that complement those of the organisation. Demonstrates commitment to the principles and practice of equal opportunities in employment and service provisions.	✓		I/T

	REQUIREMENTS	Essential	Desirable	Assessed
2.2	INTERACTING AND PRESENTING Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and professional manner.	✓		I/T
2.3	CREATING AND CONCEPTUALISING Opens to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Support and drives organisational change.	✓		I/T
2.4	ORGANISING AND EXECUTING Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.	✓		I/T
2.5	ADAPTING AND COPING Adapts and responds well to change. Manages pressure effectively and copes well with setbacks. Flexible approach to hours, including occasional out of hours working	✓		I/T
2.6	ENTERPRISING AND PERFORMING Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business, commerce and finance. Seeks opportunities for self-development and career advancement.	✓		I/T
3.	EDUCATION AND TRAINING			
3.1	Good GCSE passes (" <i>C</i> " or above) in at least English Language and Mathematics.	✓		AF/I/T
3.2	Microsoft Office365 qualifications or equivalent experience	✓		AF/I/T
3.3	Willing to undertaken training when required.	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
3.4		✓		AF/IT