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## JOB DESCRIPTION

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# IT 1<sup>st</sup> Line Technical Support Analyst

Line manager	IT Support Team Leader
Directorate	Change, Improvement and IT
Team	IT Client Services

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## KEY INFORMATION

Job title	IT 1 <sup>st</sup> Line Technical Support Analyst		
Location	Boston Office	Line manager	IT Support Team Leader
Salary	Up to £30,445.04 per annum	Directorate	Change, Improvement and IT
Hours	36.25 per week	DBS requirement	N/A

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## MAIN PURPOSE OF JOB

- Responsible for delivering a high-quality technology support service and excellent customer service to all employees of the Longhurst Group.
- Ensure that equipment and systems used to provide ICT services meet targets for availability and performance.
- Apply proven techniques and procedures to the solution of incidents, problems, and changes.
- Contribute to the design, development, commissioning, decommissioning, maintenance of systems and services.
- Provide administrative support to complete tasks such as user setups, project/hardware ordering and where applicable the installation/removal of hardware and software services.
- Ensure that customers' calls are dealt with at the first point of contact and ensure that calls are managed efficiently and effectively.

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## CORPORATE TASKS

- A) Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- B) Contribute to the operational plans for the Change, Improvement and IT service ensuring that key objectives are met. Aid continuous improvement and service success.
- C) Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- D) Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- E) Champion the Change, Improvement and IT department through continually improving processes and outcomes for staff and customers.
- F) Identify opportunities to grow and develop services, considering Value for Money in all actions.
- G) Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.
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## KEY TASKS AND RESPONSIBILITIES

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- The provision of ICT telephone and email incident reporting support, ensuring that where possible incident calls are dealt with at the first point of contact.
  - Provides excellent service to users by ensuring that all incidents and service requests are professionally and correctly prioritised, resolved effectively and respectfully communicated back to the user.
  - Ensure that all documentation and asset records are accurately maintained and that all key changes are communicated to all members of the team.
  - Provide a professional service to customers in terms of communication, attitude, and efficiency. It is key to provide an approachable and respectful service to our users with effective communication and regular updates.
  - Minimises disruption to users' work activities by taking personal responsibility and accountability for work undertaken, resolving incidents, and carrying out service requests in a timely manner, as well as ensuring planned work is communicated in advance.
  - Ensures that service and knowledge management tools are used effectively, and that agreed service management procedures are followed. To ensure that knowledge is shared across the whole team, and where relevant, the wider department.
  - Work alongside the Second Line Technical Support Analysts, ICT Support Team Leader, and ICT Client Service Partner to maintain and continually improve the service levels provided by the service desk team, ensuring that knowledge sharing is encouraged within the team.
  - Interprets, diagnoses, and resolves incidents within agreed service level timeframes.
  - Ensuring that all service requests are delivered within required timescales and to an agreed standard.
  - Liaises with other departments and external organisations through agreed processes and procedures to achieve resolutions and enable requests in a timely manner.
  - Deploys software to client machines using the automated system management tools in place and ensure that patches and software releases are effectively tested.
  - Is proactive in monitoring the systems management tools in place such to alert other teams within the department of performance degradation before end users are affected.
  - Maintains the accuracy of data to the agreed standard in key databases owned and managed by the ICT Department.
  - Provides technical advice and support to users and colleagues by continually updating his/her understanding of production ICT services and the way they are used within the organisation. Reinforce a proactive attitude to the improvement of support services.
  - Recognises changing priorities in the workplace and responds positively, adapting approach and methodology to tackle them.
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## GENERAL REQUIREMENTS

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1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development.
  2. To demonstrate and champion the values and behaviours of the Group.
  3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
  4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
  5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
  6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
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## OUR VALUES

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Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



### **In it Together**

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity.



### **Heartfelt Service**

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



### **Own it**

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



### **Pushing the Boundaries**

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward.



### **Fun and Fair**

We work hard, enjoy it and treat everybody equally with respect and honesty.

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## ADDITIONAL DUTIES CLAUSE

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The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

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<b>Creation Date:</b>	October 2022
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<b>Review Date:</b>	October 2025
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*To be reviewed as part of the Job Description review process*

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**Person Specification****IT 1<sup>st</sup> Line Technical Support Analyst**

*The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.*

**Essential Criteria**

- Experience of working in a customer services environment.
- Experience of working in and ICT department or similar operational support role.
- Demonstrate a knowledge of key ICT support principles.
- Experience of working in an ICT department or similar operational support role.
- Demonstrate high standard of customer communication skills.
- Organised and efficient in fast paced environment.
- Ability to resolve technical issues and communicate in a non-technical language.
- Strong ICT problem solving skills.
- Can work in a team environment.
- Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- Promotes equality of opportunity for all people as employees or customers.
- Promotes an environment where everyone can thrive and reach their potential.
- Recognises and values the diversity of the communities where the organisation works.

**Desirable Criteria**

- A Level education or equivalent through relevant training/experience.
- Relevant professional qualification or an equivalent leadership qualification.
- Has acquired ICT support/technical qualifications and certification.
- Aware of what's happening inside and outside the organisation and the relationship between Longhurst Group, the community, and the environment.