

## Job Description

<b>Job Title</b>	Technical Analyst
<b>Directorate</b>	Strategy & Change
<b>Service Area</b>	ICT and Digital Services
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£28,770 - £33,024
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	N/A
<b>Job Evaluation Ref No</b>	

## Job Purpose

ICT Technician providing 1<sup>st</sup>/2<sup>nd</sup> Line Customer Service to the high-quality standards using contact centre technology. You will log/coordinate customer calls and manage incident resolution, returning customer service to normal as quickly as possible with minimum disruption to the business. Working to agreed OLA/SLAs to ensure levels of availability and service are maintained, the post holder will apply ICT knowledge to resolve the incident or escalate for resolution.

### **Directly Responsible For:**

The first point of troubleshooting for all incoming ICT related issues that are raised by the userbase.

### **Directly Responsible To:**

ICT Senior Officer

### **Main Areas of Responsibility:**

- ICT technician with problem analysis expertise covering triage/resolution for system administration, application, network, database, and server incidents
- Agile Worker or working in a Service Desk environment, interfacing directly with end customers and suppliers, providing second level service and support through multi-channel means
- Triage customer incidents and interface ICT Technical Management line management and/or Technical Professionals and Technical Specialists to take account of ICT service, support, and operational impacts
- Fully proficient in the use of telephony and ICT systems typically used in a large customer service centre environment
- Assisting customers to access ICT support services, via self-service, email, and telephony
- Apply/develop the 2nd Line Knowledge Base

- Manage personal objectives and quality standards. Demonstrate teamwork and ownership of the Customer experience
- The ability to work without close supervision. Own, schedule, manage and implement assigned incidents and requested fulfilment tasks
- Be fully proficient in the induction, training, mentoring and professional development of colleagues as appropriate and to support team members in ensuring that objectives and targets are met
- Customer Service Delivery: Provides 2nd Line support and service as first point of contact
- To reactively respond to Customer enquiries through to resolution, adhering to the agreed KPIs and OLA/SLAs and quality standards
- Classification to determine severity and impact of incident and qualification whether major incident and/or requires intervention of problem management process
- Work between 3rd party suppliers and Customers to co-ordinate the resolution of incidents and isolation of faults. End to end incident management of 3<sup>rd</sup> Party Suppliers, asserting their contractual SLA
- Ensure regular and meaningful communication is maintained with the Customer when dealing with a fault or issue
- Deal appropriately with sensitive and confidential information

- Communication and reporting responsibilities: to liaise with both internal and external Customers at all levels, sensitively and efficiently logging/resolving or escalating enquiries
- Demonstrate excellent Customer care skills e.g. owning, driving, communicating, with Customers through inbound/outbound calls leaving Customers delighted with the 2nd Line incident resolution experience
- Maintain and correctly update Customer information on the relevant systems for data capture
- Supporting ICT Service in customer communication during major incidents and disaster recovery
- Polite and professional always in possibly difficult, stressful and challenging situations
- Other Ad hoc duties as required by the line management of ICT Technical Management

## **Supervision and Management Responsibility:**

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## Physical Demands of the Job:

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Excellent computer and keyboard skills.

### Desirable

- HDA Certification
- Microsoft Office Specialist Certifications
- NVQ Customer Care Standard Qualifications

## Experience

### Essential

- Relevant help desk experience (A,I)
- The ability to take ownership and accountability in the triage of customer issues and questions (A,I)

### Desirable

- Experience in answering incoming calls. In a polite and professional manner.

- Evidence of delivering a first class service to all customers from initial point of contact
- To provide first level service and support
- Experience of analysing and troubleshooting customer issues and questions real time at first point of contact
- Customer centric focus
- The ability to work both independently and as part of a team

## Skills/Abilities

### Essential

- Proven ability to troubleshoot issues (A,I)
- Proven analytical skills (A,I)
- Ability to identify and take action to resolve issues (A,I)
- Ability to resolve systems queries, faults and problems (A,I)
- Ability to drive business growth and deliver results (A,I)
- Ability to be innovative and use own initiative (A,I)

### Desirable

- Understanding of ITIL Service Management principles.
- Ability to build a rapport with colleagues and customers alike
- The ability to work well under pressure
- Ability to take ownership of customer issues
- Excellent time management skills.
- Excellent communication skills, written and verbal
- Ability to provide a flexible approach to business needs
- Ability to build relationships and to communicate with key people across all parts of LCC, collaborate and share information and value differences



- Ability to ensure equal access to and treatment in employment and services
- Ability to take ownership of professional growth and development

## Commitment

### Essential

N/A

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A)

## Other

### Essential

### Desirable

- An intermediate user of MS Office Suite