

**THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK****JOB DESCRIPTION**

<b>JOB TITLE</b>	Technical Services Analyst
<b>SERVICE AREA</b>	Central and Community Services
<b>SECTION</b>	Information & Communications Technology
<b>POST NO</b>	FOS079

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**MAIN PURPOSE OF JOB**

The installation and configuration of new computers (desktop, laptop and emerging mobile technology), the provision of expert and timely support related to these systems and ensuring proper day-to-day operation of desktop computers. As part of a customer-focussed Technical Services team, the post holder is expected to contribute to, and provide cover for, the activities of the ICT Security Officer, specifically system backups, multi-platform server administration tasks, computer virus prevention and internet security procedures.

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**KEY AREAS**

1. To resolve service desk calls and update the ICT Service Desk system accordingly.
  2. To roll out computer solutions.
  3. To be involved in on-going ICT projects.
  4. To provide secondary support for the ICT Security Officer.
  5. Provide supervision and training for 1<sup>st</sup> line staff as required.
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**MAIN DUTIES**

1. Respond to service desk incidents and requests by providing timely, reliable, and expert service to customers.
2. Report to the ICT Technical Services Manager on all matters.
3. Troubleshoot computer problems, printer problems and network connectivity problems.
4. Install and configure computer ICT solutions.
5. Roll out computer applications and hardware.
6. Upgrade hardware and software.
7. Provide on-going computer support.
8. Maintain software licences for operating system and computer products.
9. Document processes and procedures.
10. Plan and execute office accommodation moves relating to all ICT services.
11. Maintain local area network and telephone network services.

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## PERSON SPECIFICATION

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### CRITERIA FOR SUCCESSFUL PERFORMANCE OF THE JOB

#### Knowledge

- Essential**
- A good standard of education i.e. 'A' level or equivalent
  - 2 years' practical training and experience in Information and Communications Technology, particularly in modern PC architecture
  - Comprehensive knowledge of Windows based operating systems

- Desirable**
- An Information and Communications Technology related qualification at a higher level
  - Understanding of back up technologies.
  - Understanding of networks and data security.
  - Knowledge of telecommunications technologies, particularly those based on the Mitel platform
  - Understanding of Networks and data security
  - Understanding of Internet security

#### Skills

- Essential**
- Ability to identify opportunities to increase effectiveness, efficiency and a higher degree of quality in the provision of secure ICT Services to customer departments.
  - Ability to negotiate and communicate clearly and concisely
  - Ability to troubleshoot problems and research solutions accordingly.
  - Confidence to liaise with senior management if required.
  - Good inter-personal communications skills are mandatory.
  - Ability to supervise and support team members if required.
  - Good ICT skills including email, internet, word processing and database with basic spreadsheet skills.

- Attitude**
- Responsible attitude towards providing a quality customer-focussed service to service areas and members.
  - Willingness to work independently and as part of a team.
  - Willingness to see tasks through to completion.
  - Desire to work with customers, support teams and suppliers.