



Northern Ireland Assembly

Job Title:	Senior ICT Service Desk Analyst
Salary range:	£28,541 - £29,527 (under review)
Grade:	Assembly Grade 7
Directorate:	Parliamentary Services
Business Area/Office:	Information Systems (IS) Office
Accountable to:	ICT Service Desk Manager

Job Purpose

This role assists in the smooth running of the ICT Service Desk, supporting Assembly Members, Party Support and Secretariat staff in Parliament Buildings, as well as MLA constituency offices located throughout Northern Ireland.

Job Description:

- Providing technical support and advice to customers, taking enquiries in person, by phone and email;
- Diagnosing and resolving customer's problems effectively and efficiently, following up with customers to ensure full resolution of issues;
- Classifying and prioritising problems, documenting their causes and implementing remedies and preventative measures;
- Identifying and analysing broader technical and system issues, helping to find appropriate solutions including consulting internal and external specialists where required;
- Patching and updating operating systems and other software and liaising with the Infrastructure team to ensure that appropriate cyber security measures are in place;
- Ensuring that all information relating to help calls and IT assets are accurately recorded and updated on relevant systems;
- Assisting in the development and maintenance of standard Windows 10 device configurations to ensure the security and integrity of Assembly information systems and services;
- Providing effective support for Assembly Chamber voting systems to support plenary business;

- Building and managing relationships with senior stakeholders to provide advice, guidance and challenge on issues within the area of responsibility;
- Ability to work under pressure to tight deadlines;
- Ability to effectively manage competing priorities and work in an organised manner; and
- You may also be required to carry out other duties that the Assembly Commission reasonably requires of you.

Essential Criteria

1. Applicants for the post of Senior ICT Service Desk Analyst must, by the closing date for applications, be in possession of a Bachelor's (or higher) Degree in Computing or other discipline relevant to Information Systems and Information Technology*

AND

At least 1 years' post qualification experience of working in a challenging ICT Service Desk environment that involved supporting a diverse and demanding range of at least 500 customers in a wide range of technologies to include the following:

- (a) Managing and maintaining Microsoft Active Directory
- (b) Managing and maintaining Microsoft Systems Centre Configuration Manager (SCCM) version 2012 or later
- (c) Support of Microsoft Windows 8.1 or Windows 10 based desktop equipment

OR

2. At least 3 years' experience of working in a challenging ICT Service Desk environment that involved supporting a diverse and demanding range of at least 500 customers in a wide range of technologies to include the following:
 - (a) Managing and maintaining Microsoft Active Directory
 - (b) Managing and maintaining Microsoft Systems Centre Configuration Manager (SCCM) version 2012 or later
 - (c) Support of Microsoft Windows 8.1 or Windows 10 based desktop equipment

* Only those courses with a computing content of 50% or more will be considered and applicants must provide full details on the application form of how the content of the course meets this requirement.

Skills & Behaviours:

The interview questions will be based on the essential criteria and the following Assembly Skills and Behaviours.

- **Delivering a quality service**

...is about providing a high-quality and efficient service to our customers. It is thinking ahead, managing resources effectively and delivering work on time and to a high standard. It is also using professional or technical expertise to enhance service delivery.

- **Building relationships and effective communication**

...is creating and maintaining positive, professional and respectful internal and external working relationships through effective and appropriate communications.

- **Initiating improvement and delivering change**

...is looking for and being open to new and innovative ideas and improvements to the service provided. It is being flexible and adapting positively and professionally to sustain performance when the situation changes, workloads increase or priorities change. It is about forming sound, evidence-based decisions and being accountable for results.