


SUMMARY OF MAIN DUTIES	Service Delivery Analyst (Service Desk) Band C	
SECTION Service Delivery		
RESPONSIBLE TO Senior Analyst (Service Desk)		
RESPONSIBLE FOR N/A		
SPECIFIC CONDITIONS OF SERVICE		
To post holder will work as part of a team to analyse, plan and manage the implementation of Information Technology aspects across South Yorkshire and Humberside Police in line with IS strategies and business requirements.		
SUMMARY OF MAIN DUTIES	FOR RECRUITMENT PURPOSES THE SUMMARY OF MAIN DUTIES SHOULD NOT EXCEED 12 BULLET POINTS.	
<ul style="list-style-type: none">• To provide a single, central point of contact for all users of IT services, handling all incidents, problems, queries and requests.• Provide effective first line fault resolution via recovery, technical accuracy, consistency and compliance with best practice laid down in the Information Technology library and within the timescales specified in existing Service Level Agreements.• To provide and promote a quality standard of customer care which in turn improves customer perception and satisfaction.• Liaises with other IS practitioners and specialist functions.		
All employees have a responsibility under the Health and Safety at Work Act to work safely and efficiently, using any protective equipment and clothing provided and without endangering themselves or others by their actions.		
All employees have a responsibility to maintain their Personal Development Journals and should ensure that managers have access to them at all times.		
In carrying out your duties you will be operating within the South Yorkshire Police Guiding Principles and Equal Opportunities Policy.		

WFP 3Jul17 - title corrected