

Service Delivery Analyst (Service Desk)

District/Department	Information Services	Rank/Grade	Band C
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Role purpose:	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.
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Summary of Main Duties:
<p>Provide a single, central point of contact for all users of IT services, handling all incidents, problems, queries and requests.</p> <p>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.</p> <p>To provide and promote a quality standard of customer care which in turn improves customer perception and satisfaction.</p> <p>Liaise with other IS practitioners and specialist functions.</p>

Competencies/behaviours
<i>Please access the College of Policing website and refer to the Competency and Values for a definition of the values and essential behaviours for each required competency level.</i>

Competency https://profdev.college.police.uk/competency-values/	CVF Level Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1

Core values for ALL employees:	
Integrity	Public Service
Impartiality	Transparency

Experience, Education and Skills: <i>Ideally between 4 and 6 of each</i>
Essential:
Good Telephone Manner

Good Interpersonal and Communication skills.
An understanding of IT/Communications & Telephony equipment
Good Administration and Customer Care skills.
Desirable:
ITIL Foundation.
Knowledge of IS strategy and planning.
Knowledge of business analysis techniques and methodologies.
Knowledge of dealing with a commercial market - dealing with suppliers and contracts.
Knowledge of business models and continuous improvement models.