BRITISH TRANSPORT POLICE

Job Description

A Post Details:

Job Title: IT Service Desk Analyst	**Grade:** A006
Department: Technology	**Division:** A
Reports to: IT Service Desk Manager	**Contract Type:** Permanent
Level of Vetting: Security Check	**Numbers in Post:** 10
Welsh language required: No	

B Purpose of the Post:

To be the point of communication between the service provider and all of its users to capture demand for incident resolution and service requests. To act as a single point of contact and communication source to provide end user support to aid resolution of queries and escalate as appropriate. Supporting customers on a wide selection of systems, networks and technologies. Responsible for providing first time fix services to end users and for liaising with a range of technical teams to deliver solutions for complex technical issues. Responsible for the administration of ticketing within the ITSM tool.

Responsible for first line delivery and support of end user devices, including but not limited to, radio, mobile phones, body worn video, laptops and peripherals.

This role also holds responsibility for testing as required.

C Dimensions of the Post:

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

None

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☐ Normal ☐ High

Delivery and operation									
Technology management	0	1	2	3	4	5	6	7
Application support				☐				
Service management	0	1	2	3	4	5	6	7
Incident management				☐				

		0	1	2	3	4	5	6	7
Problem management					☐				
Asset management				☐					
Relationships and engagement									
Stakeholder management		0	1	2	3	4	5	6	7
Customer service support					☐				

Delivery and operation

Technology management

Application support - 3: Apply
- Follows agreed procedures to identify and resolve issues with applications.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

Service management

Incident management - 3: Apply
- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Advises relevant persons of actions taken.

Problem management - 3: Apply
- Investigates problems in systems, processes and services.
- Assists with the implementation of agreed remedies and preventative measures.

Asset management - 2: Assist
- Uses agreed procedures to create and maintain an accurate register of assets.
- Performs activities related to the administration of assets.
- Produces routine reports to assist asset management activities and decision-making.

Relationships and engagement

Stakeholder management

Customer service support - 3: Apply
- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation of support documentation.

E Decision Making:

Level 2 - Decision making responsibilities have an extremely limited impact on successful delivery of wider organisational objectives.

F Contact with Others:

Internal

The IT Service Desk is the first point of contact for all BTP end users when requiring assistance. Contact with BTP colleagues of all grades and from all departments.

External

External technology third party suppliers.

G Essential Criteria:

Qualifications and Training:

- Accredited to ITIL Foundation Level or higher

Experience:

Working experience in a Service Desk environment of similar proportions with exposure to the following:

- 1st line diagnosis of end user issues
- Service Desk tools
- IT incidents and Service requests
- IT equipment repair
- Asset management

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Working: Hands-on experience and application
- Demonstrates active listening skills by acknowledging audience's comments and questions.
- Reinforces important messages by responding, clarifying, reinforcing and summarising conversations.
- Consistently encourages others to ask critical questions and share their ideas and concerns.
- Conducts discussions that are sincere and fully expressed.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Supports written ideas with graphics, tables, models and matrices, where appropriate to improve impact.
- Reviews others' communications for substance, editorial quality and visual quality.

Influencing Others - Foundational: Basic knowledge and understanding
- Identifies important sources of information and social power bases in immediate business environment.
- Delivers facts, opinions and analyses in simple, logical manner.
- Provides clear rationale/explanations for suggested actions.
- Studies the motives of others and uses this information to persuade them to action.
- Collaborates loyally with teams and contributes to the shared goals of the group.
- Asserts own opinion or position with confidence when the situation requires it.

Problem Solving - Working: Hands-on experience and application

- Applies the concept of task analysis to break down a problem into its constituent parts.
- Selects standard procedures and best practice for problem analysis and resolution.
- Engages the team's collective expertise to develop scenarios for resolving problems.
- Escalates systemic problems that affect multiple organisational units.
- Adapts solutions to the nature and urgency of the problem and to the resources at hand.

Technical Specialisms

Windows Platform

Active Directory - Working: Hands-on experience and application.
- Maintains and continuously improves knowledge of Active Directory.
- Identifies and uses main functions and features of Active Directory.
- Troubleshoots and resolves common problems and recommends actions for prevention.
- Applies best practices and contributes to usage guidelines.
- Reviews installation and maintenance requirements for Active Directory.

Microsoft Exchange - Working: Hands-on experience and application.
- Maintains and continuously improves knowledge of Microsoft Exchange.
- Provides administrative support for the main functions and features of Microsoft Exchange.
- Troubleshoots and resolves common problems and recommends actions for prevention.
- Applies best practices and contributes to usage guidelines.
- Reviews installation and maintenance requirements for Microsoft Exchange.

Knowledge:

- Knowledge of ITIL
- Good understanding of Microsoft technologies
- Good understanding of software applications
- Understanding of hardware repair
- Knowledge of and understanding of data protection and security of data

Desirable Criteria:

- Working towards an IT accreditation in a relevant ICT discipline
- Experience of supporting Android and IOS devices
- Imaging of desktop machines
- Active Directory use and administration
- Microsoft Exchange/Office 365 Administration
- Working with VOIP telephone systems
- General understanding of LAN, WAN, DHCP, DNS
- Knowledge of patch panels/switches

H Additional Information:

The role with be office and shift based. Monday to Friday shift pattern.

For Panel to complete only:
Line Manager Approval: Jack Bourne
Panel Approval: BTP Reward Team
Date: 2025-05-22

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox. **PolicyandReward@btp.police.uk**

You will be advised of a panel date following receipt of the submission.