

Campaign number	TMP100
Closing date	23 April

Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title*	Senior Support Analyst (Unified Communication)	Band	B2
Number of posts	3	Directorate	Live Services
Contract type	Fixed Term	Duration if fixed term	12 months with a possibility of extension or permanency
Management responsibility	NA		
Reports to	Support Team Lead		

Standard duties

To be added by recruiting manager

Senior Support Analysts provide a key role within the Live Services directorate. They provide high quality customer advice and support via telephone, email and face-to-face, plus coaching and floor-walking. Combining strong coaching and advisory skills with excellent business and technical skills, Project Senior Analysts take responsibility and lead by example in delivering Digital Service customer advice and support service. They work proactively to continually improve the quality, effectiveness and efficiency of the service they provide and services they support, and they retain specialist knowledge of particular business and technical areas.

The role requires high levels of professionalism and self-motivation, and sustained performance

- Provides excellent, professional, frontline customer service through the provision of ICT advice and support:
 - at the Parliamentary Digital Support Desk
 - within the project team
 - at users' places of work*
- Provides an effective interface between the Project Teams and Live Services Teams, acting professionally at all times and delivering excellent customer service with a commitment to exceed expectations.
- Combines excellent business and technical knowledge to understand customers' issues and needs within the context of Parliamentary business, and thus provides the most appropriate advice and support to customers on ICT matters
- Proactively provides advice and information on ICT services relevant to customers' business areas, to enable them to gain enhanced benefits from their ICT; clearly communicates on updates, known errors and FAQs, using (and referring users to) relevant knowledge base articles; explains technical information to users in non-technical terms
- Provides floor-walking, coaching and advice to help users make more effective use of their

ICT products and services, and to select suitable hardware or software to meet their needs

- Develops and maintains good working relationships with internal/external customers and members of staff, and manages customer and technical issues with a genuine sense of urgency
- Provides first and second line support, takes ownership, and follows agreed procedures in receiving and correctly logging, assigning and updating incidents and requests for service
- Applies excellent analytical and technical skills to systematically troubleshoot and resolve incidents relating to hardware and software, providing workarounds where timely fixes are not possible
- Provides support for the introduction, change and removal of services (through projects and business-as-usual) and works with the online services team to create & amend customer-facing (and internal) knowledge base and self-sufficiency material
- Contributes actively to Continual Service Improvement, including:
 - identifying trends in patterns of incidents and utilising problem management to drive down incident volumes
 - identifying trends in requests, and documenting recommendations for more efficient or effective self-service / automation / request fulfilment
- Coaches less senior staff and new staff in own areas of expertise and other aspects of role to assist in their ongoing development
- Takes responsibility for own performance and the achievement of set targets (both quantitative and qualitative)

The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

- All users of Parliamentary Digital Service, including House Staff, Members and Members' staff.
- All areas of the Parliamentary Digital Service.
- All members of the Office 365 Meridio Replacement Project, Skype for Business Project and the New Digital Services Project.
- All members of the Digital Service Pod Teams
- Premier Moves

Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

NA

Person Specification

Standard skills and knowledge required

- Effective written and verbal communication skills and can present complex information
- Excellent planning and organisational skills, able to prioritise to meet deadlines and takes full responsibility for quality and timescales of own work
- A systematic and analytical approach to problem solving
- Ability to contribute to and work well within a team
- Ability to supervise, motivate and lead staff
- Understands the needs of the customer and their differing levels of skills and experience
- The ability to work calmly and efficiently under pressure
- Is proactive takes action and anticipates opportunities

Specific skills and knowledge required

To be added by the recruiting manager.

- Proven ability to engage proactively with ICT users to deliver excellent advice, support and solutions through a variety of methods, including coaching, and the ability to manage expectations
- Excellent telephone manner and ability to handle difficult customers and escalations
- Interested in business activities across Parliament and how Members, their staff and the administration of both Houses use digital services
- Specialist knowledge of one or more business areas and specialist knowledge of one or more key technologies
- Good knowledge of ICT services and the technologies used to connect people within a business network (Particularly Office 365, Skype for Business and telephony)
- Good knowledge of the roles and responsibilities of technical support service providers
- Good knowledge of current and emerging end user devices, with the ability to learn new technologies quickly
- A good understanding of ITIL v3 and Agile working practices would be highly beneficial

Additional information regarding the post

Location

The post is located at 7 Millbank on the Parliamentary Estate.

Bands A – E Positions

Hours

The hours of attendance for this post are 36 net per week. This excludes daily meal breaks of one hour.

The exact daily times of attendance will be agreed with line management.

Salary and Benefits

Starting salary of between £30,150 and £36,170 (depending on experience)

In addition to a good salary package, we offer an attractive range of benefits including 28 days' annual leave, interest free season ticket loan and bicycle loan, childcare voucher scheme, access to training and development, in house gym and a contributory pension scheme.

Equality

We are committed to being an inclusive employer. We encourage flexible ways of working and staff have access to Workplace Equality Networks.

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability.

Please let us know if you require any recruitment documentation in other formats or if you require reasonable adjustments to be made during the recruitment process.

For further information

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.