



Job Description

Job Title:	Service Desk Analyst
Directorate/Team:	Technology and Insights
Location:	16 Summer Lane or other site/location
Responsible to:	Service Manager
Responsible for:	0
Key working relationships: (internal)	Midland Metro Limited, WMCA T&I Teams, Internal specialists
Key working relationships: (external)	External specialists, contractors, and partner suppliers

Purpose of the Post

To contribute to the delivery of a Digital and Data support service to WMCA and/or Midland Metro Limited to enable the delivery of objectives to make best use of IT as a business tool and effectively to deliver a one stop shop for Digital and Data IT services

Accountabilities

- Deliver a high-quality, customer-focused Service Desk function by resolving or escalating IT incidents, problems, and service requests within agreed SLAs, ensuring minimal disruption to business operations.
- Take ownership of incidents and requests from initial logging through to resolution, applying ITIL processes, prioritisation, and effective problem-solving to achieve timely and accurate outcomes.
- Maintain clear, professional, and proactive communication with users and stakeholders at all levels, ensuring they are kept informed of progress and agreed next steps throughout the support lifecycle.
- Contribute to continuous service improvement by developing knowledge base articles, self-service materials, and ensuring all processes, procedures, and documentation are accurate, current, and compliant with standards.
- Support the wider IT service delivery by collaborating with team members, third-line support, and external suppliers, while also contributing to security compliance, access management, project support, and operational coverage requirements.

Responsibilities

Strategic

- Develop and maintain a strong customer service ethos
- Identify opportunities to support continual process improvement
- Provide initial cyber security support services
- Ensure access requests follow Information Security practices (audit compliance)
- Escalate potential service impacts to Service Manager to maintain satisfaction
- Develop self-help IT support material
- Assist in the creation of knowledge base articles for recurring issues
- Ensure standard operating processes and procedures are documented and adhered to
- Ensure all records, processes, and procedures are up to date to correct standards
- Work flexibly and with integrity to meet the needs of the WMCA and the Digital and Data function.

People

- Effectively communicate with colleagues at all levels via phone, email, and portal
- Support other members of the Service Desk team
- Work on rota to ensure Service Desk coverage
- Agree next course of action with users and provide timely updates in a professional manner
- Support wider WMCA Digital & Data and MML teams where required
- Assist 3rd line support teams / contractors / suppliers

Operational

- Provide a one-stop shop for IT incidents, problems, and service requests
- Resolve or escalate calls within defined timeframes
- Resolve 1st and 2nd line incidents and service requests
- Log incidents using ITIL-aligned processes and assign appropriate priority
- Identify and carry out immediate corrective actions
- Handle calls, tickets, portal requests, and walk-ins
- Resolve incidents and service requests within SLAs
- Assign unresolved issues to appropriate 3rd line teams
- Monitor progress of incidents and requests
- Support Digital and Data calls across the team

Financial

- Assist in ordering goods and services
- Track progress of orders
- Record receipt of goods and services
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Provide support and assistance to projects and services being implemented
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Experience within a Digital and Data (IT) support function	X		X	X	
Experience of troubleshooting issues to a high level	X		X	x	
Experience of Microsoft Windows 10, Office 365, Exchange Online, Active Directory and familiarity with both remote desktop and service desk applications	X		X	X	
Knowledge of end user compute skills and requirements	X		X	X	
Experience of IT and telecommunications with an understanding of the concepts and applications.	X		X	X	
Good experience of installing hardware and/or software.	X		X	X	
Experience of routine installations and de-installations of items of hardware and/or software	X		X	X	
Skills / Knowledge					
Knowledge of good security practice covering the physical and logical aspects of information products, systems integrity, and confidentiality in line with WMCA security policies and all relevant legislation	X		X	X	

Excellent knowledge of support issues within a Microsoft desktop environment	X		X	x	
You will have good understanding of Incident/ Service Request/Problem and Change Management processes (preferably to ITIL V4 Foundation standard)	X		x	x	
Excellent communication skills with a friendly approach to problem solving	x		x		
A self-motivated individual who can work using their own initiative as well as work well in a team	x		x		
Strong organisational and prioritisation skills with the ability to take responsibility for multiple jobs simultaneously	x		x	x	
Applying a customer-focused approach; taking ownership of tickets, keeping IT users informed of progress, understanding the business impact, seeking feedback, and always striving to improve.	x		x	x	
Qualification / Education / Training	E	D	A*	I*	T*
Qualified to degree level in an ICT related discipline		x	x		
ITIL Foundation Certificate		x	x		
SDI Service Desk Analyst Certificate		x			

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values	
Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.

Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.
Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.	

Additional Post Requirements							
Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family
Position Reference			