

### Job Description

<b>Post Title</b>	Digital and Data Service Desk Specialist
<b>Directorate</b>	Digital and Data
<b>Reports to</b>	Service Manager
<b>Direct Reports</b>	0
<b>Salary Band</b>	SP25-SP29
<b>Key Relationships</b>	Midland Metro Limited, WMCA D&D Teams, Internal and external specialists, contractors, and partner suppliers

### Role Purpose

- 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

### Responsibilities

- Provide a one-stop shop service for all IT incidents, problems and service requests and ensure calls are resolved or escalated within a defined time.
- Resolve incidents, problems or service requests that can be dealt with by 1st and 2<sup>nd</sup> line support. Assist 3rd line support teams / contractors / suppliers
- Develop and maintain a strong customer service ethos
- Support the other members of the Service Desk team in resolving Digital and Data calls
- Work with other members of the MML IT team on a rota basis to ensure the Service Desk is resourced during operational hours (where required)
- Effectively communicating with colleagues in the wider business, of all levels of seniority and IT proficiency by telephone, email and through our self-serve portal
- Log Incidents using ITIL aligned support management processes and tools to ascertain the impact to the user and applying the appropriate priority according to the Service Desk Procedure
- Identify and carry out any immediate corrective action that can resolve or contain the issue directly. Using technical and problem-solving skills to resolve incoming phone calls, tickets raised through our IT Self-Serve Portal and walk-ins to the Service Desk
- Resolve Incidents and Service Requests according to the defined service level agreements (SLAs) and identify opportunities to support continual process improvement
- Provide initial cyber security support services
- Ensure the resolution of access requests are fulfilled in accordance with agreed Information Security practices and processes, providing assurance to Audit functions that access is being granted accurately and responsibly

- Agree next course of action with users, monitoring progress whilst keeping the users up to date with the latest progress in a timely, positive, enthusiastic, professional, and courteous manner
- When required, assign Incidents and Service Requests that cannot be resolved at first or second line to the appropriate 3<sup>rd</sup> line teams for resolution
- Escalating any potential impacts to service to the Service Manager to maintain customer satisfaction
- Develop self-help IT support material
- Supporting the activities of the wider WMCA D&D and MML teams if required
- Assist in the creation of knowledge base articles to assist in identifying new, common support issues and mechanisms that could be resolved quickly
- Ensure that standard operating processes and procedures are documented and adhered to ensuring that support, guidance, and advice is given to users
- Ensure that all records, processes, and procedures are created and always kept up to date to the correct standards.
- Assist in the ordering process for goods and services and track their progress, then record when goods and services have been received
- Provide support and assistance to projects and services being implemented by WMCA Digital and Data

#### People Management

- None

#### Decision Making Authority

- None

#### Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
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/Abilities	E	D	APP*	INT**	Other ***
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	
Qualifications/ Professional Memberships	E	D	APP*	INT**	Other ***
Qualified to degree level in an ICT related discipline		X	X		
ITIL Foundation Certificate		X	X		
SDI Service Desk Analyst Certificate		X			

\* Application \*\* Interview \*\*\* Details will be shared at interview stage

### Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focused.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

**Health and Safety**

All employees have a duty to take reasonable care for the health and safety 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 and safety.

**Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

**Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

**Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

**GDPR (General Data Protection Regulation)**

To 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.

**Other**

- There will be a requirement to ensure that support is provided between 08:00 – 18:00 Monday to Thursday and 08:00 – 17:00 Friday, excluding bank holidays.
- MML Role - There will be a requirement to be on-site 5 days per week at Midland Metro Limited
- WMCA Role – WMCA work in a hybrid working environment, however place of work will be at the Head office.
- There may be a requirement to work at either WMCA or MML site to cover absences/vacancies
- There may be a requirement to work outside normal office hours to support WMCA's Digital and Data systems
- There will be a requirement to work at any organisation sites as required and travel may be required on occasion