



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: EO

Job Title: Service Desk Analyst

Location: London / National

Successful applicants will be expected to be office based 3 days per week (subject to business availability). The frequency may increase in the future.

There will be a requirement for some travel to the three main hubs (Salford, Birmingham, and London).

Term: Permanent

Interview: Video conference via Teams

Important salary details:

New recruits to the Civil Service joining MoJ are expected to join at the band minimum.

Existing Civil Servants applying on promotion, will usually be appointed on the salary minimum of the new pay band, or receive an increase of 10 percent on the current base salary, whichever is higher (This is restricted to the pay maximum of the new band).

Reserve List:

HMCTS run a Reserve List, where candidates who are unsuccessful at interview by only a few points, can be offered other roles, at the same band, for up to 12 months. You will be able to view your status via the application screen. If you have been added to the Reserve List, your status will show either Merit or Reserve list.

Introduction:

These are exciting times at HM Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales to deliver justice by running courts and tribunals and processing outcomes, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

HMCTS Digital and Technology Services (DTS) is a specialist technology directorate which provides support to HMCTS in the use of IT and Digital.

DTS is committed to being a great place to work and part of our offer is brilliant training opportunities and support from expert colleagues. As well as that you'll find flexible working, an inclusive culture and a place where your opinion is valued.

Job Description:

Digital & Technology Services is looking to expand the digital operations support team to help HMCTS and CPS transition and run great digital services. The role involves the processing and coordination of appropriate and timely responses to incident alerts, including channelling requests for assistance to appropriate functions for resolution, monitoring resolution activity, hastening and keeping clients apprised of progress towards service restoration.

The ability to work both independently and as part of a team, proactively and with versatility in responding to changing circumstances is essential. You will be expected to take ownership of user problems and follow up the status on behalf of the user, communicating progress in a timely manner.

EOs who work on the Service Desk will be covering the following operating hours:

37 hours per week, across 5 days between Monday – Saturday.

Operating business hours are between 8am to 6pm, Monday to Friday (excluding bank holidays) and 8am to 4pm on Saturdays.

Work hours and shift patterns will be agreed with local line managers in conjunction with the business needs of the role.

Key Responsibilities:

Working closely with the Crime IT business support desk and Operational Services technical support teams, the main responsibilities of the role are:

- To act as a single point of contact for telephone calls and emails regarding digital and technology issues and handle requests for support following agreed procedures;
- To route calls to the appropriate business or third-party support desk as required;
- To receive and respond to monitoring alerts;
- To troubleshoot basic network issues;
- To utilise the Knowledge Base to provide advice or resolve incidents;
- Enter and maintain relevant records in the Service Management tool;
- Promptly allocate incidents to the appropriate resolver group;
- Request technical support from external suppliers where problems cannot be resolved in house, following agreed processes;
- Communicate progress and resolution of support requests in line with Service Level Agreements;
- Escalate issues as appropriate ensuring line managers are aware of actions taken and management information;
- Maintain the asset database and track changes;
- Initiate and triage change requests, liaising with requesters to ensure that the correct information is inserted into the change ticket to allow for a smooth workflow;
- Working with the change manager to expedite changes where requested and appropriate;
- Initiating problem tickets in response to incidents that are deemed problems;
- Ensuring that problem owners keep the tickets up to date;

- The post holder will report to the Service Desk Team Leader.

Skills & Experience

Essential Criteria:

- Experience of working in a structured service delivery environment;
- Experience of providing a wide range of end user device support advice;
- Excellent communication skills and telephone manner;
- Experience of Agile delivery approach would be an advantage;
- Evidence of using continuous improvement tools to review and implement process improvements;
- Experience of working in a service desk environment;
- Experience with ServiceNow ticketing system;
- Knowledge of ITIL principles.

Application process:

The following areas of the [Success Profile Framework](#) will be used to assess and score your application during the sift, and interview.

- **Experience** – As demonstrated in your application form, CV, and interview.
- **Strengths** – The interview will involve a discussion around 1 strength.
- **Behaviours** – During the interview, you will be required to provide evidence of the following key behaviours at EO Level:
 - **Changing and Improving**
 - **Making Effective Decisions**
 - **Managing a Quality Service**