**Providing clarity; building trust. A job that matters**

**Job Title:** **ICT Service Desk Analyst**

**Salary:** **£31,110 (plus £4,527 London weighting if Canary Wharf or Croydon based) per annum**

**Location:** **Any IOPC Office – Canary Wharf, Croydon, Birmingham, Sale, Cardiff, Wakefield, Warrington**

**Contract: Fixed Term – Start Date 01 December 2023 – 31 July 2024**

# Your role

As a completely independent organisation, the IOPC seek to uphold the rights of the public and investigate the most [serious matters](https://www.policeconduct.gov.uk/research-and-learning/key-areas-work), including deaths following police contact, to promote learning and influence change in policing. The IOPC is an organisation steeped in history, influenced by significant figures such as Stephen Lawrence and Sir William Macpherson. We are looking for people to uphold our core values, and in return we will give you a supportive and inclusive work environment to flourish in.

There are many opportunities to work for the IOPC outside of investigations, where your skills, experience and passion can be utilised. Within the Strategy and Corporate Services Directorate, you will find a wide variety of careers to support our organisational goals of improving confidence in policing whilst developing your own expertise.

The ICT Support Centre consists of 11 staff, with 3 Service Desk Analysts and 8 Desktop Support Officers (at least one based in each of our offices). The team responds to requests logged via the self-service portal or over the phone. Team members can help with changes to Perito, TRIM, the X:drive, the N:drive and hardware/software requests and issues.

Anticipated interview dates are the week commencing 18th September 2023.

**All ICT staff must be SC cleared to begin employment with us. A requirement for this is to have been living in the UK continuously for the past 5 years.**

# What you will need

## Experience

* Microsoft Office 365 cloud services
* Microsoft Azure cloud services
* Microsoft Outlook email
* Citrix XenApp thin client
* InTune/Endpoint management
* Strong customer focus and experience of building good working relationships with stakeholders and end users
* Experience supporting various end user devices utilising appropriate management tools such as Microsoft Active Directory & Mobile Device Management systems
* Experience of providing remote end user support across a range of desktop environments and office applications
* Knowledge of shared WiFi, VPN, LAN and WAN technologies
* Experience of working with outsourced IT service delivery teams and awareness of ITIL incident and asset management principles
* Experience of working in a secure environment
* Working knowledge of one or more of the IOPC’s corporate applications such as Sharepoint or HP Records Manager
* Awareness of the legal issues relating to IS/IT e.g. Data Protection, Freedom of Information and Computer Misuse Acts, copyright, intellectual property rights, GDPR
* Ability to undertake system administration and access control for the IOPC’s systems
* Good administration skills
* Ability to work as part of a team
* Excellent written and oral communication skills
* Positive can-do attitude and flexibility of approach.

## Desirable

* Knowledge of ITSM tools such as Freshservice/Service Now.
* Reporting and trending experience in ITSM tools.
* Experience of adding announcements for all staff with updates on maintenance/outages.
* Experience of creating and associating parent/child tickets in times of major outages.
* Experience/knowledge of automating tasks/processes
* ITIL Foundation Certification or willingness to work towards it.

# What we offer

* 27.5 days paid annual leave (increasing with service to 32.5 days)
* Options to carry over, buy or sell annual leave
* Civil Service pension
* PAM employee assistance programme
* Access to Civil Service Sports Council (CSSC) membership
* Staff networks focused on each of the protected characteristics – run for staff, by staff
* Learning and development tailored to your role
* An environment with flexible working options
* A culture encouraging inclusion and diversity behaviours

We'll assess you against these Level 2 behaviours during the selection process:

* Managing a Quality Service
* Delivering at Pace
* Changing and Improving

This vacancy is using Success Profiles, to find out more, please click [here](https://www.gov.uk/government/publications/success-profiles?_ga=2.156185915.1692943174.1578577916-319911383.1576576754).

Throughout the recruitment process we will assess your Experience, Strengths, Technical skills, Ability and Values. As part of the application process you will be asked to complete four sift stage questions based on the essential criteria.

**This advert may close early due to high applications.**

# Be yourself

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

* As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
* We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five [calls to action](https://race.bitc.org.uk/issues/racecharter) for leaders and organisations across all sectors.
* Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
* Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to [Operation Hotton](https://www.policeconduct.gov.uk/recommendations/operation-hotton-recommendations-metropolitan-police-service-september-2021), to [Welsh Language Standards](https://www.policeconduct.gov.uk/who-we-are/equality-and-diversity/welsh-language-standards) and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.

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# Additional information

The IOPC is not eligible to participate in the Civil Service transfer process, therefore successful candidates will not be able to transfer to the IOPC on their existing terms and conditions. The IOPC does not participate in the UK Visa Sponsorship Scheme therefore, candidates will have to provide evidence of their Right to Work in the UK if offered a role with us.

Any move to Independent Office for Police Conduct from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may, however, be eligible for other government schemes, including Tax Free Childcare. Determine your eligibility at https://www.childcarechoices.gov.uk

This role is exempt from the *Rehabilitation of Offenders Act 1974*, therefore a standard Disclosure and Barring Service (DBS) check will be carried out for the successful candidate during the pre-employment process.

For this position the post holder will be security cleared to SC level.

# Reasonable adjustment

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email [humanresources@policeconduct.gov.uk](mailto:humanresources@policeconduct.gov.uk)

Complete the “Additional requirements” section of your application form to tell us what changes or help you might need further on in the recruitment process.

# Emotional Consideration

In performing this role, you may have occasional exposure to distressing material which will likely be impactful, traumatic and challenging. Given the nature of the work, it is also possible that you will have contact with individuals who are experiencing extreme distress. The IOPC recognises this and offers all staff a range of wellbeing provisions, including TRiM (Trauma Risk Management) peer-to-peer support, a dedicated Wellbeing Advisor, and access to free confidential counselling. All staff are strongly encouraged to proactively access and engage with the support available. If you would like to speak about this element of the role with somebody already doing similar work at the IOPC, please contact [campaigns@policeconduct.gov.uk](mailto:campaigns@policeconduct.gov.uk) and this can be arranged.