

JOB SUMMARY

Post Title	<i>ICT Desktop Support Officer (Service Desk and 2nd Line)</i>						
Job Family	<i>Business Support</i>	Pay Range	8	Line Manager to others?	No	Role profile ref	BS08
Service Area	<i>ICT Desktop Support</i>						
Line Manager	<i>ICT Desktop Support Team Lead</i>						
Location	<i>Seaclose / Agile worker</i>						

Job Purpose

To help provide a high-quality Desktop Support services within the ICT Operations Department ensuring all customer requests, projects, incidents and problems is captured and progressed swiftly in such a way as to deliver robust, reliable and cost-effective ICT which meets customer needs and expectations as agreed in all corporate Service Level Agreements (SLA's).

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Assist the ICT Desktop Support Lead in co-ordinating all service desk and 2nd line support requests to meet the needs of the organisation and ensure that staff are adequately skilled to provide an efficient support service
- In conjunction with the ICT Desktop Support Lead and Senior ICT Desktop Support Officer (Service Desk and 2nd Line), analyse desktop support calls to assess future support requirements and develop suitable self-help material and support documentation in order to best meet the requirements of the organisation
- Ensure that all support requests are logged through the call logging system and resolved within agreed service levels, where necessary the user is kept informed as to the status of their support request escalating this to either the system supplier or a specific ICT team as required.
- To provide ICT Desktop Support services in accordance with the defined ITIL processes, including prioritisation and escalation mechanisms, with clear performance standards and targets, which meets and where possible exceeds customer expectations as included in all SLA's.
- Investigate and research desktop issues, utilising previous call histories, desktop support tools, business process documentation and supplier documentation to reach a resolution or workaround to the issue, escalating any problems to the Desktop Support Lead and other ICT Teams as appropriate
- To develop and maintain comprehensive up-to-date details of all systems and services within the remit of the post. This will include fully documented standing operating procedures, emergency operating procedures, process scripts, user guides and other similar material. Maintain detailed documentation about incidents, problems, known errors, knowledge base articles and other related ICT based processes and procedures as required.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	<p><i>Relevant experience of working in an ICT service area / profession, with evidence of specialist knowledge of all of or a combination of the below:</i></p> <ul style="list-style-type: none"> - <i>providing robust, reliable ICT Desktop support</i> - <i>Service Request Management</i> - <i>Incident Management</i> <p><i>Relevant experience of working in an ICT service area / profession, with evidence of specialist knowledge of all of or a combination of the below:</i></p> <ul style="list-style-type: none"> - <i>Problem Management</i> 	E	D

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	<ul style="list-style-type: none"> - <i>Change Management</i> - <i>Release Management</i> <p><i>Experience in the monitoring, support and triage of user requests in the technical Support Queue, if required knowing when to escalate complex issues to provide timely resolution.</i></p> <p><i>Experience of assisting in testing in all environments to ensure quality product delivery and post change stability.</i></p>	E	D
Extensive working knowledge of relevant processes and systems.	<p><i>Good understanding of Incident Management processes and their potential for delivering effective services</i></p> <p><i>Good understanding of the Problem Management process and their potential for delivering effective services</i></p> <p><i>Good understanding of the Service Request Management process and their potential for delivering effective services</i></p> <p><i>Good understanding of the Change Management process and their potential for delivering effective services</i></p> <p><i>ICT technical knowledge to ensure the correct change control processes are followed when Change Request Forms (CRF's) are received</i></p> <p><i>ICT technical knowledge to enable the role holder to work closely with colleagues elsewhere in ICT to enable the role holder to assist in the resolution of Incidents, Problems, Service Requests or Changes.</i></p>	E E E E E E	
Considerable knowledge of the service provided in own area.	<p><i>Considerable knowledge and appreciation of relevant legislation and national and international standards relating to ICT provision in Local Government</i></p> <p><i>Industry trends and developments</i></p> <p><i>Willing to challenge existing practices</i></p> <p><i>Considerable knowledge of Software Asset Management processes which include analysing the usage of software, maintains the Software Library and assisting the ICT Operations Manager in ensuring that the authority remains legally licenced and compliant with the Copyright Design and Patents Act 1998</i></p>	E E E	
Strong ICT skills including use of Microsoft applications.	<i>Strong working experience of Office 365 Pro Plus, Microsoft Teams, Microsoft Skype for Business.</i>	E	
Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand.	<i>Excellent telephone skills</i> <i>Ability to co-ordinate with internal and external staff and service managers in a non-technical manner to ensure that work being completed is understood by our customers.</i>	E E	
Good planning and organisational skills.	<i>Good skills and a good level of experience to effectively organise your own working day to efficiently respond to customer demands and provide excellent technical customer service.</i>	E	

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Numerate and accurate with attention to detail.	<i>Ability to create appropriate technical documentation within the IT Service Management system.</i> <i>Ability to create technical Knowledge Base documentation.</i>	E	
		E	
Understanding of how to deal with customers appropriately.	<i>Strong customer focus</i> <i>Good interpersonal and communication skills</i> <i>Able to interact positively and successfully with Members, senior management, staff and third parties</i>	E	
		E	
Proven ability to prioritise workloads and achieve deadlines (both by self and with others).	<i>Sufficient skill and experience so to self-coordinate the day to day delivery of required tasks from within the ICT Service Management system.</i> <i>Sufficient skill and experience so to self-coordinate the day to day delivery of required tasks from within projects.</i>	E	
		E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 4 standard or able to demonstrate equivalent experience.	<i>Degree or equivalent experience</i> <i>HND level or equivalent experience</i>	E	D
Relevant professional / vocational qualification.	<i>ITIL Foundation Certificate in IT Service Management</i>	E	
Other Requirements			
Preference for personal self-development desirable			
Flexible, creative, innovative approach to work			
Highly self motivated			
Business orientated approach			
Willing to challenge existing practices			
Organisation Structure (optional)			
<p>ICT Operations Manager (1 FTE)</p> <p>↓</p> <p>ICT Desktop Support Team Lead (1 FTE)</p> <p>↓</p> <p>Senior ICT Desktop Support Officer (Service Desk and 2nd Line) (1 FTE)</p> <p>↓</p> <p>ICT Desktop Support Officer (Service Desk and 2nd Line) (10 FTE) (This Post)</p>			