

JOB DESCRIPTION

Directorate: CEX – Chief Executives

Division: ICT and Business Transformation Services

Post No & Job Title: C34 – ICT Service Desk Officer

Grade: Grade 6 (Market Supplement Applied)

Responsible to: C64 – Assistant ICT Manager

Main purpose of the job: To ensure that customers requesting assistance of the ICT Service Desk receive a first class, professional service. That the operational duties are carried out in such a way that they minimise any disruption to the business and meet the standards and deadlines laid down. That the physical and information security, tidiness and safety of the ICT Suite are maintained. That a comprehensive knowledge base is maintained with known errors and troubleshooting guidance.

Main Duties and Responsibilities:

1. Service Desk

- Ensure that all Service Desk calls for the Operations Team meet the defined SLA's and where these are breached escalate appropriately.
- Maintenance and use of Service Desk ensuring all calls are logged with an understanding of priority and business impact, completing and communicating current status with members of the team of any call escalations.
- Investigation and resolution of 1st / 2nd line support calls including call logging, diagnosis and resolution as appropriate for incident and problem calls as defined by ITIL standards.

2. Operations

- Ensure Operational duties are carried out fully on a daily basis including server backup verification, any failures to be prioritised according to severity and action taken to minimise downtime.
- Ensuring any issues from the system environment checks are communicated effectively and remediated where possible.
- Communicate regularly with the ICT Service Support Manager regarding the current status of operations.

3. Security

- *Physical Security* - Maintaining good order in Computer Suite and ICT working environments, ensuring all cabling is tidy and any equipment alerts or faults identified in the environment are evaluated and escalated appropriately. Ensuring checks are completed on physical safeguards (UPS, Gas Flooding,

Air Conditioning).

- *Physical Security* – Maintaining the physical access controls to ensure only authorised personnel have access to secure areas.
- *Information Security* – Equipment data wiping, ensuring disposals are dealt with in an appropriate manner to protect against data loss.
- *Information Security* - Proactive monitoring of the server environment to ensure issues are actioned promptly to avoid downtime.
- *Information Security* - Administer the password, user access and change control procedures ensuring appropriate documentation has been completed and sign off attained.

4. Customer Services

- Establish and portray a professional image of the department at all times with a 'can do' attitude and setting expectations as appropriate for the resolution of issues whilst demonstrating the willingness to go the 'extra mile'.

5. Knowledge Base

- Create and amend necessary support documentation to ensure known errors and troubleshooting guidance is recorded, assisting colleagues in resolution of ICT issues and ensuring a foundation of appropriate technical knowledge is maintained.

6. Technical Projects

- To carry out technical project work including the Annual Replacement Programme, ensuring targets are met and deliverables are to the required quality and standard.

7. Administration

- Control and purchase of consumable ICT Items ensuring specification is in line with standards laid down by ICT.
- Maintenance of ICT inventories including Media Library, Software Assets, Hardware Assets, Communications Lines etc.

8. Other Duties

- Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include work outside normal office hours.

Due to the nature of the work flexi time is only available by arrangement - fixed shifts are required to provide Service Desk / Operational cover from 7am to 6pm.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of ICT Service Desk Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.