

**Job Description**

**Job Title:** ICT Service Desk Technical Support Officer

**Salary Grade:** Grade 4

**SCP:** 12-17

**Job Family:** Organisation Support

**Job Profile:** OS2

**Directorate:** Corporate Services

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** Technical Team Manager (Customer Support)

**Number of Reports:** None

**Purpose:**

* Maintain efficient and effective capturing of relevant information for service calls, in accordance to documented processes
* Maintain effective capturing of non-standard service calls for escalation and assessment
* To provide effective resolution of service calls to quality standards in accordance to documented processes
* To staff and provide effective and efficient service support within satellite Service Desk sites
* To ensure procurement tasks and associated financials are processed in accordance with procedures, as allocated
* Minimise escalation of service calls to 2nd and 3rd line technical resolver groups
* To facilitate continuous improvement through knowledge transfer to and from other technical resolver groups

**Key Responsibilities:**

* Resolve calls in accordance with set procedures and guidance
* Investigate and assess service user issues and requests to enable efficient processing and resolution of calls
* Escalate calls to other technical resolver teams where required
* Liaise with other technical staff to identify potential Problems at the earliest opportunity
* Proactively engage in knowledge transfer between ICT colleagues
* Recommend the creation of and amendment to procedures and knowledge articles, where issues and improvement opportunities are identified
* Provide advice and guidance in relation to the resolution of service calls, to service users, team members and managers
* Suggest changes to processes where calls may be more efficiently processed, particularly where there are opportunities to resolve calls earlier in the escalation process
* Maintain network and application user access including the creation, amending and removing of permissions in accordance with corporate authorisation process
* Provide support and guidance of the corporate computing environment, including Desktop, Thin Client and mobile technologies
* Support and deploy the corporate software solutions including those manually installed and those installed using centrally managed deployment systems
* Support the corporate telephony system, including the creation, amending and removing of users, configuration and installation of hardware devices
* Basic network troubleshooting including checking connectivity of devices and related network settings
* Connecting devices to the corporate wired and wireless networks and related troubleshooting
* Verifying and updating of all records within the IT Service Management toolset, to ensure accuracy of records
* Remain aware of, ad-hear to and promote, to service users, security and data protection standards
* Monitor and progress the purchasing of IT related items and related financial transactions
* Ad-hear to stock control processes to ensure accurate asset tracking

**Other Duties :**

* The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council