ICT Service Desk Assistant

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS

Job Title: ICT Service Desk Assistant

Department: People & Technology	**Section:** ICT
Reports to: ICT 1st Line Support Supervisor	**Grade:** Grade 3
Position Number: CS0946	**Gauge Reference:** A7617

2. JOB PURPOSE

To provide high-quality service desk and admin support to contribute towards the development of a comprehensive, customer focussed and effective ICT Service that supports the delivery of a single source of ICT information.

1. Effective member of ICT Support providing professional and efficient central first point of contact for general ICT queries.

2. Provide effective and efficient high-quality advice and information in accordance with existing Council policy and procedures, and support the delivery of an ICT Service Centre.

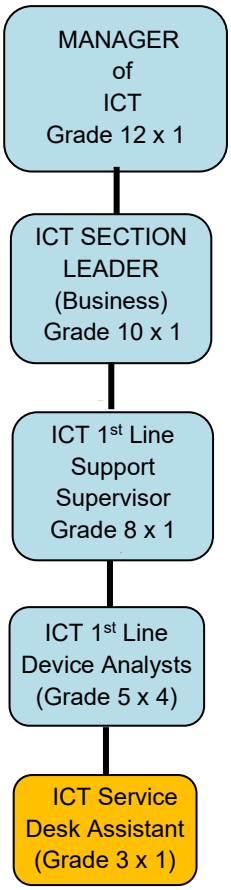
3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget: The postholder has no direct budget responsibility.

Staffing Direct: The postholder has no direct staffing responsibility

Staffing Indirect: The postholder has no indirect staffing responsibility

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

West Dunbartonshire Council employs around 6000 employees.

The Corporate Services Department consists of four services namely Finance and Resources, People and Transformation, Customer and Community Services and Legal, Regulatory and Democratic Services.

ICT provides centralised ICT Services to all Departments (approx 5500 PCs) and partner organisations and is part of People & Transformation Service within the Corporate Services Department. ICT Section provides a corporate ICT service through an integrated approach to resource planning and development, provision of centralised ICT expertise, ICT business partnering, ICT transactional and operational services.

ICT is responsible for:

- Managing the day-to-day delivery of all transactional ICT enquiries and services through 1st and 2nd line support services for all Council's PCs printers and telephone installations.
- Development and implementation of ICT strategy and policy
- Provision of ICT-related tendering, procurement, contract and licenses management guidance and services
- Provision of business application procurement, implementation, development and integration services in conjunction with 3rd party suppliers
- Provision of server and database management, administration and development
- Provision of data and voice development and management services
- Provision of ICT security controls, procedures, monitoring and reporting
- Provision of technical guidance and support on all routine and complex IT incidents and changes
- Implementation and monitoring of service level agreements and service targets with the business
- Supporting Organisational Development business transformation and change management
- Support department change through development of business and benefits cases.
- Provision of departmental business analysis and redesign services
- Provision of ICT Business Partners

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

Information Management

1. Provide general IT advice and information on IT procedures, equipment purchasing and security via the ICT Service Desk telephone and email and self-serve systems responding to managers, staff and VIP users daily. Where necessary escalation of query/information to ICT 1st, 2nd Line and 3rd Line Support teams.
2. Support the development of the ICT Self Service system and Intranet by monitoring queries and advising ICT Section Lead of potential areas for further development to ensure up-to-date and relevant information is available on all ICT procedures and processes.
3. Provide information and resolve queries in relation to the self-serve system ensuring accuracy and that catalogues and procedures are up to date.
4. Ensure accurate call logging for the collation and analysing of ICT Connect statistics.
5. Maintain filing systems to ensure streamlined access and use at a functional level, e.g. purchasing, call logging, standard Changes, planned maintenance schedule etc. Ensure databases are maintained, ensuring all information is appropriately stored, recorded and archived.
6. Ensure accurate administration of the ICT Service Desk system and processes.
7. Run reports from the IT Service Desk System and liaise with managers as necessary. (e.g. planned changes, incidents per department, disruption notifications, status of purchases. etc.)
8. Provide catalogues and purchasing information in line with national contracts. .
9. Provide an efficient advisory and response service on IT learning and development available through e-learn suite.

Administration Support

1. Support the IT Service with the administration of all IT assets and users to deliver a comprehensive Configuration Management process. Maintain appropriate databases and support the 1st Line Section Leader and Service Desk staff in the co-ordination of all customer contact and configuration management activity.
2. Provide administrative support and co-ordination of security, procurement and staff moves and changes processes.
3. Provide administrative support for disposal of equipment, operational processes and system operations tasks.
4. General administrative duties include raising ICT purchase orders on WeBuy system
5. Ensure all IT configuration systems are maintained (e.g. recording via IT Service Desk, maintaining intranet information, disruption notifications).
6. Ensure appropriate databases are maintained and all information is appropriately stored and recorded.

ICT Connect

1. First point of telephone contact for staff reporting incidents and service requests
2. Records all information on ICT Service Desk System and carries out initial triage.

7. PROBLEM SOLVING

The postholder is required to provide general information in relation to IT procedure, process and practice.

A key objective of the IT Service Desk is to manage as many queries as possible at 1st point of contact and would escalate queries which are complex to require more specialist knowledge to the 1st & 2nd Line Support Teams.

8. PLANNING

The post holder is responsible for management of their own workload, working to deadlines which may at times be conflicting. Objectives will be set by the ICT 1st Line Supervisor.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder reports to the ICT 1st Line Supervisor for the day-to-day operations and assignment of work. Matters in relation to training, development and overall management will be reported to the ICT 1st Line Supervisor.

The post holder will have frequent contact with the ICT 1st Line Supervisor. Regular meetings will be held between the post holder and ICT 1st Line Supervisor to discuss progress on objectives and to ensure ongoing communication on current issues and workload.

Work is largely driven by the need to support IT users through the provision of a responsive first point of contact on all aspects of IT information, with access to relevant up to date information

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder will have frequent contact with all IT users at all levels within the Council and partner organisations (VJB, NHS) providing support, resolutions and guidance on all queries in relation to IT procedures and practices. There is also contact with wider IT colleagues

External communications and working relationships:
The post holder will be required to contact external suppliers in receiving and providing information, advice and guidance and escalation as necessary. Contacts may include other Local Authorities, suppliers, Procurement Scotland, Improvement Service etc.

11. DECISION MAKING

Within the framework of agreed objectives, the post holder is expected to make basic decisions to progress the queries and work as appropriate. Only where issues are complex will the post holder escalate this higher for resolution

12. MOST CHALLENGING PART OF THE JOB

The post holder is responsible for assisting in the development of IT guidance as part of the Work Instructions process and ensuring correct information is available for IT users to trouble shoot their IT incidents.

13. GENERAL

Disclosure/PVG membership: Not applicable for this post.

Politically Restricted Post: Not applicable for this post.

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;

Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

No mandatory training required.

Post Descriptor Prepared by: James Gallacher **Date:** Dec 2020

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
IT or Administration related qualification such as an SVQ in IT or Business Administration or equivalent relevant experience in an IT support function.	IT qualifications
Training	
Evidence of ongoing Continuous Development	Evidence of ITIL
Experience	
Experience of working within a busy office environment.	Experience of working within a Service Centre environment.
Experience of using Microsoft Word, Access, Excel and Powerpoint	Evidence of and 3-tier support
Experience of a wide range of ICT Technologies and practises	
Experience of dealing directly with customers	
Experience of dealing with people at all levels in an organisation	
Knowledge and Skill	
Ability to organise and prioritise workload, in accordance with objectives and targets.	
First class interpersonal and communication skills (both written and verbal).	
Disposition	
High level of self-motivation. Proactive, flexible, responsive and keen to embrace change.	
Ability to work on own initiative but to raise issues with the ICT Section Lead where appropriate.	
Ability to establish credibility, confidence and trust with users.	Ability to balance conflicting priorities and meet deadlines.