



## Job Description

Service:	3C ICT
Job title:	Service Desk officer
Grade:	C
Hours of work:	37
Responsible to:	3C ICT
Responsible for	NA
Direct reports:	Isaac Wilson
Indirect reports:	
Budget:	


### **Purpose of Post:**

Providing first line Service Desk support within the ICT Shared Service to colleagues and staff across the partnership.

### **Key Deliverables:**

- Analysing & resolving IT incidents with a varying degree of complexity
- To maintain system performance across the authority's IT estate
- Assist with access control configuration to 2000+ users across the partnership
- To provide support for in excess of 50+ Corporate systems
- Providing support to the Councils' telephony system(s)

<p><b>Knowledge and Qualifications</b></p> <p><b>Technical/Work-based Skills</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good basic IT skills</li> <li><input type="checkbox"/> Knowledge of computing trends</li> <li><input type="checkbox"/> Evidence of customer service skills</li> </ul>	<p><b>Example:</b> <input type="checkbox"/> The Council's computer systems are increasingly complex and diverse - the postholder will need to have a good overall grasp of all of the Councils' systems and work within this environment</p> <p><input type="checkbox"/> There will be a need for a thorough knowledge of MS-Office 365 and other major packages used by the Council in order to provide Office support</p>
<p><b>Experience</b></p> <p>Experience of working in a Service Desk support function, ideally in a significantly sized organisation supporting 2000+ networked PCs and 100+ servers</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good awareness of Customer Care - the Help Desk is a high profile function delivering its services to the whole of the Council &amp; Elected Members</li> <li><input type="checkbox"/> Able to work well under pressure and at a high work rate</li> <li><input type="checkbox"/> Ability to use initiative and diagnose some users' problems without referral</li> <li><input type="checkbox"/> Good level of technical skills, troubleshooting basic PC issues with hardware, software &amp; networking</li> <li><input type="checkbox"/> Good inter-personal skills: diplomatic and able to inspire user confidence</li> <li><input type="checkbox"/> Thorough, professional approach</li> </ul>	<p><b>Example:</b></p> <p>Problem solving and analysis of fault scenarios under pressure with competing demands &amp; conflicting priorities. The post holder will be required to work well using their own initiative with minimal support from others.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sound system admin skills (MS-Office 365 preferred)</li> <li><input type="checkbox"/> Ability to determine appropriate work priorities and manage workload effectively</li> </ul>
<p><b>Grade and education competencies</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good literacy and numeracy skills</li> </ul> <p><i>Desirable though not essential</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sufficiently IT literate to make effective use of the applications and systems required to be an effective Service Desk Officer</li> </ul>	<p><b>Example:</b></p> <p>Grade 5 (C or above) or equivalent</p> <p>Obtained or studying towards an IT support qualification</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Evidence of continuous professional and personal learning and development</li> <li><input type="checkbox"/> NVQ Level 2 or above in IT</li> </ul>

<p><b>Decision making and Impact on others</b></p> <p>Makes effective decisions under time pressure</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Takes responsibility for the outcomes</li> </ul>	<p><b>Example:</b></p> <p>Identify a major fault or incident and follow a procedure to triage, escalate and assist with the visibility to other staff.</p>
<p><b>Communication with Internal and External Customers</b></p> <p>Develops and maintains productive relationships with internal and external staff</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Delivers what they have agreed with the staff</li> <li><input type="checkbox"/> Takes action to exceed customer expectations</li> <li><input type="checkbox"/> Deals effectively with dissatisfied staff</li> </ul>	<p><b>Example:</b> Predominantly internal customers – with activity that relates to systems that support teams engaging with members of the public</p>
<p><b>Personal attributes &amp; other requirements</b></p>	<p>Potential to travel to other Council sites on some occasions</p>
<p><b>HDC values</b></p> 	<p><b>Example:</b> The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p>



	<b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
--	--

**Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.