

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)

Knowledge and Qualifications Technical/Work-based Skills ☐ Good basic IT skills ☐ Knowledge of computing trends ☐ Evidence of customer service skills	Example: ☐ 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 ☐ 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
Experience Experience of working in a Service Desk support function, ideally in a significantly sized organisation supporting 2000+ networked PCs and 100+ servers ☐ Good awareness of Customer Care - the Help Desk is a high profile function delivering its services to the whole of the Council & Elected Members ☐ Able to work well under pressure and at a high work rate ☐ Ability to use initiative and diagnose some users' problems without referral ☐ Good level of technical skills, troubleshooting basic PC issues with hardware, software & networking ☐ Good inter-personal skills: diplomatic and able to inspire user confidence ☐ Thorough, professional approach	Example: Problem solving and analysis of fault scenarios under pressure with competing demands & conflicting priorities. The post holder will be required to work well using their own initiative with minimal support from others. ☐ Sound system admin skills (MS-Office 365 preferred) ☐ Ability to determine appropriate work priorities and manage workload effectively
Grade and education competencies ☐ Good literacy and numeracy skills <i>Desirable though not essential</i> ☐ Sufficiently IT literate to make effective use of the applications and systems required to be an effective Service Desk Officer	Example: Grade 5 (C or above) or equivalent Obtained or studying towards an IT support qualification ☐ Evidence of continuous professional and personal learning and development ☐ NVQ Level 2 or above in IT

Decision making and Impact on others Makes effective decisions under time pressure ☐ Takes responsibility for the outcomes	Example: Identify a major fault or incident and follow a procedure to triage, escalate and assist with the visibility to other staff.
Communication with Internal and External Customers Develops and maintains productive relationships with internal and external staff ☐ Delivers what they have agreed with the staff ☐ Takes action to exceed customer expectations ☐ Deals effectively with dissatisfied staff	Example: Predominantly internal customers – with activity that relates to systems that support teams engaging with members of the public
Personal attributes & other requirements	Potential to travel to other Council sites on some occasions
HDC values 	Example: The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs.

	Enterprising: 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.
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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.