Job Title – IDT Education Service Desk Assistant

Grade – Scale 3

Job Description

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| Job Purpose |
| To provide customer focused reliable, flexible operational first point of contact IDT support to all Telford & Wrekin Schools . Enabling Service Areas, Schools to operate more effectively and efficiently. |
| Major Tasks |
| * Provide prompt response to telephone, intranet and email requests; highlighting operational problems to relevant support staff * Responding in line with ICT Service Level Agreements (SLA’s) to all requests raised with the service desk. * The post holder must ensure that all requests assigned to him/her are dealt with efficiently and effectively, keeping the customer informed of progress, and logging resolution for future reference * Enter all requests correctly into the Service Management system and escalate to other support teams as necessary. * To maintain ICT assets in desktop hardware and software in order to ensure secure user network access for email, file and print, desktop applications, system client installations and telephone connectivity * Provide initial help and guidance to users * Maintain Microsoft Active Directory (AD) user network access accounts (local and remote) in order to provide secure and efficient access to email, standard and non-standard software and systems. * Maintain AD Security and Distribution Groups, * Installation of basic software to client access equipment using a variety of tools * Rotation with education support teams for skills transfer and professional development. * To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010. |
| Contacts & Relationships |
| * Team Leader – support and supervision * Colleagues – fellow members of ICT – for discussion around advice on technical faults and changes. * Employees, Schools – in line with duties of role |
| Creativity |
| * Following existing procedures and technical guidelines for technical fault resolution at a basic level * At times using own initiative for fault resolution when no existing procedures exist at a basic level |
| Decisions |
| * Works under routine supervision however uses personal decision making in resolving problems or enquires at a basic level adhering to established policies and procedures * Deciding on how best to deal with a customer fault to ensure a fast resolution and best customer experience. |
| Management & Supervision |
| * There are no direct supervisory responsibilities |
| Supervision Received |
| * The post holder will receive regular supervision and support from their Team Leader * The post holder will refer to 2nd Line Desktop Support for guidance on more technical issues |
| Complexity |
| * Limited discretion in choosing priorities based on SLA * Supporting complex infrastructure environments ensuring that services and components meet all of their agreed performance targets and service levels. * The post holder will deal with work which will be routine but will generally be covered by the application of generally understood rules and guidance. * If technical problems do not have a standard operating procedure the post holder is expected to investigate basic level of fault finding & resolution through research material such as the internet, then refer the fault to Service Desk Officer |
| Resources |
| The postholder has the responsibility to install and maintain ICT software. |
| Impact |
| To provide prompt response to telephone, intranet and email requests; highlighting operational problems to relevant support staff and responding in line with ICT Service Level Agreements (SLA’s) to all requests raised with the service desk. |
| Physical Demands |
| The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job. |
| Working Environment |
| In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.  However this role may face stressful customers and dealing with them in a calming professional manner is required. This is in relation to commercial/external customers, council staff, contractors, and schools |
| Emotional Context |
| The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. However, this would be incidental and it would not be a formal part of the job to deal with this information. |
| Other |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

Person Specification

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| Criteria | Standard |
| Qualifications | * Educated to GCSE * Evidence of continuing professional development with technical awareness training. |
| Experience | * Knowledge and experience of good customer service principles and practices * Experience of working in customer services * Technical service desk support or other relevant experience |
| Knowledge | * Technical and problem solving skills * Knowledge of current computing technologies related to personal computing in a business environment, in particular Microsoft Windows and the Microsoft Office suite of applications (including versions 97, 2000, XP and 7). |
| Skills | * Ability to deal with customers in a professional, courteous and unbiased manner, to provide a high quality customer service * Ability to communicate effectively with external organisations, employees and customers. * Ability to work under pressure and meet or exceed personal and team targets and deadlines, and be flexible in responding to changing circumstances. * Practical knowledge of the Windows desktop environment |
| Personal style & behaviours | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. * Develop good relationships with others by behaving with integrity, treating people with respect and leading by example * Must be highly customer focused. * Must have a positive attitude in all work situations and be pro-active in problem solving * Willing to abide by the Council’s Equal Opportunities Policy in the duties of the post and as an employee of the Council and to promote non-discriminatory practices in all aspects of work undertaken * Willing to take personal responsibility under and abide by the Council’s Health and Safety Policy. * The post-holder will work on their own initiative and manage and prioritise their own workloads * Ability and willingness to work on-call responsibilities, including evenings and weekends * Ability and willingness to work outside of normal business hours |
| Fluency Duty | This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.  For example the postholder will need to be able to verbally communicate information giving the advantages and disadvantages of various options as well as to have technical discussions concerning their fields of specialisation. This would be in relation to commercial/external customers, council staff, contractors, and schools. |
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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| Type of criminal records checks required for this post | Ticked as required |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure | X |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

*\*\* Political Restrictions*

*Certain posts in the council are designated as ‘politically restricted’, which means that the post holder must not have any active political role either in or outside of work. Employees who have politically restricted posts are responsible for ensuring they do not engage in restricted activities. Where a post has been identified as politically restricted, the following statement must be included within the Person Specification:*

This post has been identified as being politically restricted.

*Where the post has been identified as* ***not*** *being politically restricted, the following statement must be included:*

This post is not subject to political restrictions.