

Job Description

Post title	ICT Service Desk Officer	Grade	C
Department	ICT	Post ref	IT6512

Overall job purpose

Delivery of a quality ICT Service Desk service to all areas of the Authority.

Reporting relationships

Reports to: Service Manager ICT

Responsible for: n/a

Key tasks and responsibilities – post specific

1. Responsible for ensuring a customer focused front-end to the ICT Section.
2. Offer first level support to users.
3. Responsible for the Service Desk environment
4. Answer all calls coming to the ICT Service Desk professionally to the corporate standard.
5. Resolve quickly as many calls as possible before passing to other ICT staff.
6. Record in the Service Desk system all incoming calls for assistance.
7. Ensure that the Service Desk System is kept up to date and accurate by all users.
8. Responsible for progress of call resolution, ensuring appropriateness of their Service Desk requests.
9. Ensure loan IT equipment are booked in accordance with set procedures.
10. Monitor and control the supply of consumables.
11. Ensure the Service Desk is “covered” at all times, including leave and natural breaks
12. Learn other aspects of ICT technical support.
13. Such other tasks as may be required from time to time that are not inconsistent with the overall job purpose and key tasks.

Key tasks and responsibilities – corporate

Operate according to the Council’s corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council’s Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council’s approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: