

JOB DESCRIPTION

JOB TITLE:	ICT Engineer – Service Desk and Desktop Support
GRADE:	6
REPORTING TO:	ICT Service Desk and Desktop Support Lead
RESPONSIBLE FOR:	N/A

ROLE SUMMARY

The post holder will be responsible for efficient handling of user incidents and requests via the Service Desk System and the timely resolution of tasks allocated to them via the system.

The purpose of the role is to provide ICT support to the County Durham Housing Group customers.

To provide field support to all desktop ICT equipment and software.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Provide a first point of contact for all CDHG related ICT issues. Manage requests and incidents through the Service Desk Application, providing a first time fix resolution or allocating to CDHG resolver groups or partner IT teams as appropriate.
- Deliver productive support to business users, investigating and resolving incidents and requests on a wide-range of technical issues and problems. Assess, evaluate and implement on the most appropriate solution and course of action for customers within SLA timescales.
- Install, support, maintain, repair and manage ICT hardware, software and peripheral equipment.
- Liaise and work with third party companies and suppliers when required to provide ICT support to customers.
- Securely handling and storing ICT assets.

- Updating the CDHG asset register as and when required, ensuring accurate completion, making sure asset holders are identified correctly.
- Assist the Service Desk and Desktop Support Lead in ensuring the necessary procedure and policies are followed to support users throughout the Company in developing ICT systems. Contribute to the development of procedures and policies to support operational requirements.
- Assist with the implementing of various ICT projects and in the construction and deployment of desktop images and software packages.
- Ensure all calls logged through the Service Desk are proactively managed and updated in accordance with the requirements of the service. Maintain accurate manual and electronic records relating to all work carried out and produce the relevant documentation as and when required.
- Assist with the production of relevant statistical reports required by all ICT Managers.
- Asked to mentor Technicians and / or Modern Apprentices as required.
- Promote and support the proactive use of ICT across the business to improve staff/customer experience and encourage users to take a more active role in ICT use.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with Group confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	NVQ Level 4 or relevant experience and knowledge.	ITIL Foundation Prince2 Foundation	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	<p>Understanding of PC Operating systems including Windows 7, 8.1 and 10.</p> <p>Significant experience of working in a 1st/2nd Line ICT Helpdesk Environment.</p> <p>Significant experience is desktop deployment and builds, both using SCCM and manual processes</p> <p>Installation of software using SCCM and manual processes.</p> <p>PC Hardware fault evaluation and support.</p> <p>Mobile Device fault evaluation and support.</p>	<p>Understanding of IOS, Android mobile operating systems.</p> <p>Understanding of Networks, including topography.</p> <p>Project Management Experience.</p>	<ul style="list-style-type: none"> • Application Form • Selection Process
Skills/knowledge	<p>Excellent ICT skills</p> <p>Knowledge of the technical work of an ICT department</p> <p>Use of SCCM.</p> <p>Ability to work as part of a team.</p> <p>Be able to work autonomously with limited technical support to seek solutions to complex and varying ICT problems.</p>	<p>Good awareness of the role of support services in front line delivery.</p>	<ul style="list-style-type: none"> • Application Form • Selection Process

<p>Using your own initiative provide problem determination and effective resolution.</p> <p>Ability to work independently without supervision and request additional support when required.</p> <p>Ability to communicate effectively, both orally and in writing</p> <p>Ability to plan effectively and organise work</p> <p>Commitment to customer service</p>		
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Values

<p>People first: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life.</p> <p>Outstanding delivery: Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine.</p> <p>Proud communities: Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize</p>		<ul style="list-style-type: none"> • Application Form • Selection Process
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better opportunities		
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