

## Job Description and Person Specification Service Desk Officer

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Head of HR Services

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### Job Description

<b>Directorate</b> Resources	<b>Grade</b> C
<b>Service</b> ICT	<b>Job evaluation number</b> A3215
<b>Reports to</b> Senior ICT Operations Officer	<b>Responsible for</b> None

#### Job purpose and role

As part of the ICT team you will provide a customer focused single point of contact Service Desk. Encompassed within the role you will manage requests and incidents through the Service Management System, providing a first time fix resolution or allocating to a member of the ICT Team.

The role will prioritise and monitor progress on requests and incidents to ensure a resolution is provided in line with the agreed service levels' ensuring the customer is kept fully informed throughout.

#### Main duties and key result areas

- To promote and support the proactive use of ICT across the business to improve the customer experience.
- As the single point of contact for ICT you will manage all requests and incidents. Logging, prioritising and updating the Service Management System.
- To provide a 'first time fix' resolution wherever possible or allocating to a member of the ICT Team, ensure the call is resolved within the agreed service standards.
- To investigate and resolve incidents and requests across a wide-range systems and hardware. Assess, evaluate and implement on the most appropriate solution and course of action.
- To liaise and work with third party companies and suppliers when required to resolve incidents and requests.

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- To collate and provide performance data in relation to the ICT Service.
- To assist with the implementing of various ICT projects.
- To install, support, maintain, repair and manage ICT hardware and application.
- To carry out day to day maintenance and systems administrative task.
- Manage and grant access to the network and systems ensuring the appropriate authorisation is in place and logged.
- To provide appropriate guidance notes, user guides, work instructions and training as required.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

### ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

### Managers are also be expected to:

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that employees attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where

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possible exceeded.

- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Version No	Revision Date	Reason for Revision
1		New role

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### Person specification

Attribute	Detail	Essential or desirable
<b>Skills and abilities</b>	Written and oral communication skills, including, accurate recording of information and creating documentation tailored to the appropriate audience	E
	Customer focused and able to communicate effectively particularly translating technical language for a non-technical audience	E
	Ability to prioritise own and teams workload and managing competing demands	E
	Objective and constructive approach to problem solving	E
	Excellent ICT skills across a wide range of systems	E
<b>Knowledge and experience</b>	Knowledge of the housing sector and the systems appropriate to this environment	D
	Relevant ICT experience working in a ICT Service Desk environment	E
	Knowledge of ICT Service Management Best Practice (e.g. ITIL)	D
<b>Qualifications</b>	A relevant qualification in ICT/technical related subject or exempting experience	E
<b>Personal attributes</b>	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E
	Focussed on leading, coaching, empowering and motivating employees	E
	Committed to team development and identification of on-going training needs	E
	Willing to take ownership and be accountable for decisions and actions	E
	Ensures decisions and actions are in line with company values, policies and guidelines	E