



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Support Technician

GRADE: Band 4 - 6 (Career Grade)

RESPONSIBLE TO: Assistant Customer Support Manager

Overall Objectives of the Post:

To support and maintain the Council's Desktop and End User device estate on a daily basis. To assist the Desktop Support Team in providing efficient, reliable and cost effective end-user devices, adhering to appropriate standards and procedures, ensuring that performance targets are met, operated to defined service level agreements, maintained to the highest levels of customer satisfaction, and ensuring the team work effectively with partners to deliver the work programme. To install, configure and test end-user device hardware and software and provide technical support, advice and guidance to computer users.

ICT Support Services are delivered by a highly skilled and experienced ICT team using the industry standard best-practice ITIL service management model.

Key Tasks of the Post:

- 1. *You will be responsible for the installation and technical support of end-user device hardware and software systems. You will:***
 - Install, configure and test end-user hardware, software and network systems.
 - Provide technical support to users in respect of end-user device hardware, software and network systems.
 - Provide advice, guidance, training and support to users in the use of end-user hardware, software and network systems.
 - Assist with the installation and support of data and voice systems, as required.
 - Produce and maintain relevant administrative records and documentation.
 - Work in partnership with Council officers, suppliers and contractors to produce a co-ordinated, effective and efficient service to the Council.
- 2. *You will be an effective member of a great team. You will:***
 - Be highly motivated, highly skilled, with multi-disciplinary skills to keep pace with the industry and bring your expertise to bear in supporting a range of customers.
 - Make sure that you understand how you are assessed and manage your performance accordingly whilst demonstrating total professionalism, propriety and valuing diversity.
 - Be committed to your own and your colleagues' personal development.

3. *You will be responsible for ensuring customer satisfaction. You will:*

- Meet and exceed performance targets for the team's services.
- Ensure that service level agreements are maintained.
- Ensure effective communications with customers to ensure their needs are addressed in a professional manner.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: MM/KDS

Date: 21/01/2019