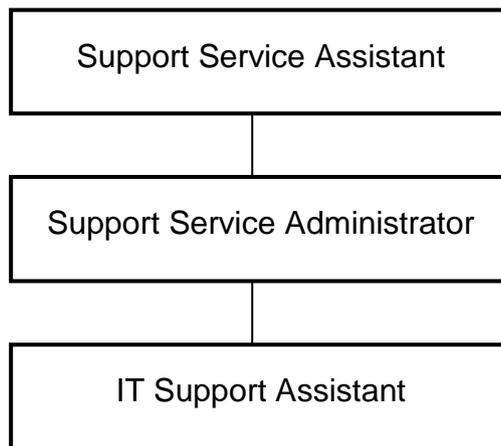




Job Description & Person Specification

Post Title	Support Service Administrator				
JE Reference	W782	Grade	C+	SCP Range	16 - 18

Reporting line:



Job Purpose:

To support the administration and provision of ICT helpdesk and systems support across Council services to allow key systems to remain current and effective, fully supporting service areas and enable excellent customer service.

To work with customers delivering agreed tasks and developments, helping respond to customers' queries, and resolving them in-time, on-time, right first time. To act in each case as the 'one stop shop' for customer fulfilment, such that customers experience a seamless service from the helpdesk and IT.

To seek wider support from within the IT Team, with the knowledge of the Helpdesk & System Support Lead, where they are unable to provide firstline fault rectification, whilst still remaining the customers primary point of contact (one stop shop).

To support administration of training to staff within IT and services for systems that have been developed / implemented, working with relevant HR / Workforce colleagues where appropriate.

Relationships:

Accountable to: Support Service Assistant

Accountable for: IT Support Assistant

General Contacts: Managers and colleagues within the Team, Directorates, all staff, elected members, service partners, other Councils

Key duties and responsibilities:

1. In liaison with Support Service Officers and Assistants, to respond to customer queries relating to any element of the Council's IT business applications and infrastructure, across the organisation. To respond to incoming service requests within the times specified in the various SLAs negotiated with the IT Teams customers.
 2. To contribute to the Team's views on what needs to be changed in order to keep the IT Strategy, Policies, Procedures and workplans up-to-date.
 3. To administer the systems and processes which identify IT assets that are coming to the end of their life/support.
 4. To have knowledge of the Council's Information Governance processes and other relevant policies and procedures.
 5. To support the Strategic Change Manager in ensuring efficient and effective programme and project management, implementation, maintenance and use of the Council's ICT infrastructure.
 6. To contribute to ensuring the security of the Council's systems.
 7. To ensure accurate records of all required details of incidents and problems are kept.
 8. As directed, to undertake fault diagnosis and correction within all appropriate software and systems.
 9. To fully participate in effective Disaster Recovery and Business Continuity Planning.
 10. To ensure that senior colleagues are aware of situations that could develop into major service delivery issues.
 11. Ensure systems comply with the Council's Data Management policies and Data Protection responsibilities.
 12. To undertake duty rota responsibilities on a weekly basis, including early and later weekday cover, and weekend cover where required.
 13. To identify trends in customer queries and complaints, and report such trends to the Helpdesk and System Support Lead.
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General/Corporate Responsibilities:

1. To undertake such duties as may be commensurate with the seniority of the post

2. To ensure that the Council's corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Last Updated: September 2017

Author: David Jennings

POST TITLE	GRADE
Support Service Administrator	D+

NOTE TO APPLICANTS

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

CRITERIA	NECESSARY REQUIREMENTS		* M.O.A.
	Essential	Desirable	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in a team to deliver customer-focussed helpdesk and Support services and administration, supporting a range of modern IT systems • Experience of providing reliable, robust, business-appropriate support to customers against a defined set of performance standards and SLAs • Using an automated call distribution system • Demonstrable record in delivering agreed objectives 	<ul style="list-style-type: none"> • Experience of working in a telephone based service desk/call centre. 	A, I
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • A positive, approachable personality, that seeks at all times to support customers • An ability to communicate at all levels and to train users where necessary • Good keyboard skills • Good analytical and diagnostic skills • Self motivated • Resilient under pressure • Customer focussed with a passion for 	<ul style="list-style-type: none"> • 	A, I

	excellence and continuous improvement in all areas		
EDUCATION/ QUALIFICATIONS/ KNOWLEDGE	<ul style="list-style-type: none"> • Minimum 5 GCSE's Grade A-C or equivalent, two of which are Maths and English Language 	<ul style="list-style-type: none"> • Formal IT qualification 	A, I C
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours • Commitment to own continuous personal and professional development • Strong team player, committed to an ethos of continuous improvement • Excellent team worker. 	<ul style="list-style-type: none"> • Full driving licence • Evidence of own continuous personal and professional development 	A, I, C
COMMITMENT TO EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • Commitment to equal opportunities and the ability to recognise the needs of different service users 	<ul style="list-style-type: none"> • Evidence of having completed training in equality and diversity awareness 	A,I
COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE	<ul style="list-style-type: none"> • Commitment to provide a customer-focussed service 	<ul style="list-style-type: none"> • Evidence of surpassing customer expectations or service targets / goals 	A,I

METHOD OF ASSESSMENT: (*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE
R = REFERENCE