

Newcastle City Council

Job Description



Post Title: ICT Support Officer DD99

Evaluation: 443 Points

Grade: N5

Responsible to: ICT Manager

Responsible for: N/A

Job Purpose: To provide first level support to customers in response to requests for ICT related services, and to colleagues, ensuring business requirements and ICT service delivery is in accordance with customer requirements and service level guarantees.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. Provide first line support and advice to customers and colleagues in respect of hardware, software and networking including installation, configuration and optimisation ensuring the business objectives of the customer are achieved.
2. Provide first line diagnosis, escalation, monitoring and tracking of requests for service, utilising the appropriate logging and escalation procedures and systems as required.
3. Provide first line support and advice in respect of requests for the acquisition, maintenance or disposal of ICT equipment, software and services in accordance with agreed service levels and standards.
4. Assist in the implementation, testing and support of solutions, including liaison with suppliers, support staff and service customers to ensure the satisfactory resolution of support activities.
5. To be aware of key performance indicators (KPIs) that affect ICT Services and customers and ensure that all work is carried out in a way that contributes towards meeting KPI target.
6. Provide advice to colleagues and clients on any matter in which the team is concerned, and to assist as far as possible in the formulation, revision and enforcement of ICT standards.

7. Produce reports and statistics in respect of team activities and performance as requested.
8. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
9. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery