 <p>Xentrall Shared Services Delivering Excellence for All</p>		<p>JOB DESCRIPTION</p>	
<p>Directorate: Finance, Development & Regeneration</p>		<p>Service Area: Xentrall Shared Services - ICT Services</p>	
<p>JOB TITLE: ICT Service Desk Assistant</p>			
<p>GRADE: F</p>			
<p>REPORTING TO: ICT Service Desk Co-ordinator</p>			
<p>1.</p>	<p>JOB SUMMARY:</p> <p>Assist in the resolution of incidents and support workload, including ensuring all pertinent information is recorded in the Service Management software system and the CMDB is updated with user and asset details. To Assist with the correct prioritisation and resolution activities are applied to the support process to ensure high performance against associated Service Level Agreement targets, resolving incidents and escalating/assigning to 2nd and 3rd line support staff where necessary.</p>		
<p>2.</p>	<p>MAIN RESPONSIBILITIES AND REQUIREMENTS</p>		
<p>1.</p>	<p>To be part of a team of ICT professionals, and under the guidance of the senior members of the team, provide and contribute to the effective and efficient delivery of the Service Desk.</p>		
<p>2.</p>	<p>Responsible for ensuring that all support, change and service requests are recorded, prioritised and resolved effectively in line with SLA commitments, acting as the single point of contact for all ICT.</p>		
<p>3.</p>	<p>Responsible for the day to day activities of the service desk including incidents, service requests, requests for change and problems are recorded, diagnosed and assigned correctly and efficiently.</p>		
<p>4.</p>	<p>To maintain a good level of technical competence and develop new technical skills and awareness. Collaborate with other ICT teams to ensure the effective support of technology and contribute to the ongoing development of ICT technical services.</p>		
<p>5.</p>	<p>Responsible for keeping customers informed of the progress of their logged issues, progressing, updating and progressing issues with ICT on their behalf.</p>		
<p>6.</p>	<p>Acting as single point of contact for ICT. Providing advice and guidance on ICT related matters to all customers in line with the ICT Strategy and Vision</p>		
<p>7.</p>	<p>Assist with the Service Management software tool has a well maintained and comprehensive Knowledge base, including the production of support procedures and documentation, and that the information is included and available in the KB.</p>		

8.	Responsible for ensuring that work requests are investigated and resolved, and if resolution not possible, ensuring that the correct 2 nd and 3 rd line ICT resource is informed and allocated to ensure resolution within SLA target timeframes.
9.	Responsible for the identification of ICT problems and trends and escalating these to 3 rd line support for root cause analysis and permanent problem resolution.
10.	To support and maintain effective liaison across ICT Services ensuring that a customer focused approach is embedded in all activities.
11.	Undertake any such personal development and training as may be deemed necessary to effectively the duties and responsibilities of the post.
12.	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.
13.	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities .
14.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Tom Young	T.Young	14/11/2023
Job Description agreed by: (Post holder)

Job Description dated Nov 2023




PERSON SPECIFICATION

Job Title/Grade	ICT Service Desk Assistant	F
Directorate / Service Area	Xentrall Shared Services	ICT Services
Post Ref:	POS012208	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ 5 GCSE (A-C) or equivalent to include English Language and Mathematics 	<ul style="list-style-type: none"> ▪ MCP qualified ▪ Recognised technical ICT qualifications ▪ ITIL Foundation 	Application/Certificates
Experience	<ul style="list-style-type: none"> ▪ Being able to work effectively to tight deadlines ▪ Ability to interpret management information / reports ▪ Ability to work as part of a team as well as on own initiative ▪ Ability to prioritise work and meet deadlines ▪ Ability to analyse problems ▪ Adopt a flexible approach to working hours to meet the needs of the service ▪ Familiarity with current Microsoft Windows Operating Systems and Office Suites 	<ul style="list-style-type: none"> ▪ Local Government experience 	Application/ Interview/References
Knowledge & Skills	<ul style="list-style-type: none"> ▪ Good communication skills ▪ Awareness of ICT security ▪ Awareness of ICT trends 	<ul style="list-style-type: none"> ▪ Knowledge of organisational and political structure of both authorities ▪ Understanding of project management methodologies ▪ Understanding of formal methods of service delivery 	Application/ Interview/References

Specific behaviours relevant to the post	<ul style="list-style-type: none">▪ Self awareness▪ Personal effectiveness▪ Achieving improved outcomes▪ Joined up working▪ Innovating and delivering▪ Communication▪ Flexibility▪ Making things happen▪ Learning and developing▪ Putting customers first▪		Application/ Interview
Other requirements			Interview/References

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development & Regeneration/ Xentrall Shared Services	SERVICE AREA: Xentrall ICT
JOB TITLE: ICT Service Desk Assistant	
GRADE: F	
JOB LOCATION / BUILDING: Darlington Town Hall, Flr 2/Municipal Buildings Stockton-on-Tees	
REPORTING TO: ICT Service Desk Co-ordinator	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		No
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		No
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		No

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		No
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		No
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		No
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		No

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		Yes
<p>Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		No
<p>Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i></p>		No
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>		Yes
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>		Yes
<p>Any Other: Please identify any other known risks associated with this job role.</p>		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:



Date: 15/11/23

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk