

ROLE PROFILE

Job Title:	ICT Service Desk Technician	Job Code:	CS/IT33
Department:	ICT Services	Version:	1.0
Reports To:	ICT Service Desk Co-Ordinator	Date Created:	May 2018
		Grade:	G

Is this a politically restricted Post?	Yes/ No	(*if yes, see our policy on what this means)
Is this a Vetted Post?	Yes	Level: NPPV L2 (abbreviated)

ORGANISATIONAL CONTEXT

Our Vision as an organisation is:

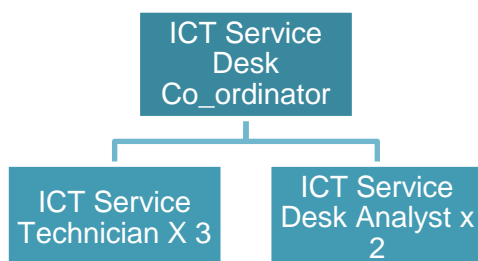
To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

Our department contributes to this by:

Harnessing technology to provide systems and services which are reliable, resilient and improves organisation delivery.



Job Overview:

- To work as part of a team providing a single point of contact for the business, providing 1st and 2nd line support and customer services for computer hardware, software and telephony for all ICT Service requests.

- © Take a pro-active approach to participating and delivering of your directorate's objectives.
- © Demonstrate commitment to corporate processes and ensure that these are delivered at all times.
- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.
These indicate the end result or outputs for which the role holder is responsible.*

People Contacts:

- Supports all West Yorkshire Combined Authority employees across the organisation and liaises with external 3rd party support partners

- © Support partnership working across the organisation and externally.
- © Work together with your team to ensure targets are achieved.
- © Be an advocate of our strong performance management culture, taking accountability for delivering results.
- © Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
- © Take a proactive approach to internal processes, contributing during meetings and interviews.
- © Utilise effective communication channels when working with others.

Technical Duties:

- Receive customer requests to the ICT Service Desk via phone, email and personal requests, and to provide first and second line responses relating to hardware, software and telephony. Escalating incidents as appropriate.
- Own Service Requests and Incidents, liaising with ICT colleagues or external suppliers where needed and ensure end users are kept informed on request status. Maintain detailed Service Desk records ensuring all relevant information is captured and all troubleshooting is recorded for escalation when needed.
- Install, configure and support ICT hardware including desktop PCs, laptops and tablets, printers, photocopiers, projectors and telephony software including, Microsoft desktop applications, operating systems, email, Internet browsers and other Combined Authority bespoke software/applications.
- Undertake, when requested, the auditing of ICT assets, including keeping the ICT asset database up to date to ensure there are no contraventions of the ICT policies and escalate findings to the ICT Service Desk Coordinator/Technical Services Manager.
- Create and modify users using Active Directory and Office365 Admin Portal, changing passwords, unlocking accounts, changing permissions. Escalating to Infrastructure Support if required to resolve the request.
- Provide a flexible approach to planned project work which may occur outside of the normal Service Desk working hours.

- © Typically works on horizons of up to one year, in line with the objectives set in the business plan.
- © To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
- © Ensuring compliance with the Combined Authority's health and safety policy.

Impact & Influence:

- Coach on an individual basis users in relation to ICT systems, carry out ICT induction training courses, supports/delivers workshops.
- Communicate, when requested, with WYCA staff, information on changes to the provision, support and availability of ICT systems.
- Liaise with all levels of Combined Authority staff, contractors and suppliers to progress the closure of an ICT request.

- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
- © Fosters good working relations across the organisation, building effective team relationships.

The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.

THE PERSON

To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.

Knowledge:

- © Educated to GCSE/ A level/ degree or equivalent relevant education/ experience [delete as appropriate]
- © Practical experience of successfully performing in a similar role.
- © Experience of working within a busy and demanding ICT Support team
- © Experience of ICT Service Desk Management Systems

- ITIL Foundation qualification
- IT related Further Education/Higher Education qualification

People:

- © Experience of effectively contributing to team objectives.
- © Experience of successfully identifying appropriate communication channels to deliver information.
- © Experience of effectively contributing to organisational vision.

Technical:

- © Strong negotiation skills.

- Extensive knowledge in the use of Microsoft desktop applications, email, Internet browsers and other Microsoft products
- Extensive knowledge in the use of desktop PCs, laptops, tablets and other end-user hardware
- Knowledge of working within an Active Directory framework
- Knowledge of CMS systems

Impact & Influence:

- Experience of delivering ICT training and coaching to individuals or groups of customers

OUR VALUE & BEHAVIOURS

Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.