**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **POST TITLE** | ICT Servicedesk Technician  |
| **GRADE** | Grade 4 (£22,369 - £24,054) |
| **FUNCTION** | Asset Management  |
| **PERMANENT BASE** | Headquarters, Sheffield with agile working |
| **RESPONSIBLE TO** | ICT Security and Service Manager  |
| **RESPONSIBLE FOR** | N/A  |

**OVERALL PURPOSE OF JOB**

Lead the activities of the Servicedesk and the delivery of appropriate levels of customer service and support. Take responsibility for implementation of any policies and strategies relating to ITIL Servicedesk Management and Incident Management across the whole of the ICT service. Be responsible for the day-to-day operations of the Servicedesk ensuring corporate security and compliance guidelines are achieved.

**MAIN RESPONSIBILITIES**

1. To receive and evaluate incoming telephone, voice mail, e-mail and in-person requests for assistance from users experiencing problems or requiring assistance with telecommunications, hardware, software, networking, and other associated technologies.
2. To provide first line support in liaison with the user to collect information about the issue and lead the user through diagnostic procedures to determine the source of the error and implementation of a subsequent solution.
3. To log and track calls using problem management software and maintain history records and related problem documentation.
4. To distribute calls to relevant areas of responsibility and escalate calls to different priority levels as appropriate.
5. Work to implement and achieve compliance with industry best practice standards for the management and improvement of ICT Service Support e.g. ITIL.
6. To implement any policies relating to ITIL Servicedesk Management to improve the quality of service provided by the ICT Section.
7. To proactively manage and develop the ICT Section’s call logging system, looking for opportunities for the system to improve our processes, forms and communication with our customers.
8. To prepare statistical reports, such as helpdesk incident reports and ICT Technician statistics.
9. To liaise with software and hardware vendors to request service regarding defective products.
10. To maintain hardware, software and licence database and all other associated documentation.
11. To assist:
* IT Technicians in carrying out daily routines e.g. deploying anti-virus software.
* Further development, testing and implementation of new software as directed.
* In improving the use of and developing all electronic management support systems commensurate with the grade of the post.
* In the update and technical maintenance of the Service Intranet.
1. To carry out various administrative tasks including the maintenance of inventories, the efficient booking of equipment plus filing and letter writing.
2. Management of SYFR’s mobile devices including ordering, repairs, testing, device security and user training. Evaluate and recommend new mobile technology and participate in contract negotiations with mobile suppliers.
3. To be responsible for daily backup routines of SYFR Servers.
4. To undertake image manipulation of SYFR media using specialist software packages.
5. To ensure ‘core data’ (e.g. site addresses, Customer Contacts, equipment lists, etc) is up-to-date and correct at all times.
6. Undertake duties associated with SYFR’s “Door Access System” and oversee security of same.
7. Control access to systems and applications including the use of portable devices and access from remote locations.
8. Ensure security of SYFR’s data and its availability and provision to those authorised to use it.
9. Comply at all times with the Code of Conduct for officers of the Authority and such other professional requirements as to standards of conduct.
10. Fully participate in SYFR’s Performance Development Review process according to the responsibilities of the role.
11. Attend as required any training courses that will contribute to the effective performance of the postholder.
12. Practice and promote SYFR’s Equality and Diversity and Health and Safety Policies and to conduct oneself in a manner that is consistent with SYFR’s core values at all times.
13. Ensure that risk is managed effectively within the section in accordance with corporate strategies and plans.
14. Be responsible for the accurate and appropriate processing of data, ensuring compliance with organisational policies and procedures (i.e. data protection).
15. Carry out such other duties within the department as from time to time may be required, which are commensurate with the grading of this post.

**ANY OTHER INFORMATION** (including special conditions of service)

The post involves working early and late shift patterns. Working from 08.00hrs for the early shift and up until 17.30hrs for the late shift.

Flexi time

**NOTE:** This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to GCSE grades A-C (or equivalent) in English and Mathematics. | X |  |
| NVQ Level 3 or Equivalent in Computing. |  | X |
|  |  |  |
| **Knowledge** |  |  |
| An understanding of telecommunications. |  | X |
| Knowledge of Networks. |  | X |
| Knowledge of ICT Servicedesk best practice software. |  | X |
| Knowledge of the ITIL Framework. | X |  |
|  |  |  |
| **Experience** |  |  |
| Proven customer Services, Call Centre or Servicedesk experience. | X |  |
| Proven expertise in Microsoft Office. | X |  |
| Proven experience in database and spreadsheet input and operation. | X |  |
| Experience of working in an administrative environment. | X |  |
| Experience of general technical maintenance. |  | X |
| Experience of software replacement and upgrades. |  | X |
| Experience of using electronic management and support systems such as Technology Forge, tranman; SCMS, Document Management. |  | X |
| Experience of working in a multi- disciplinary office environment. |  | X |
|  |  |  |
| **Personal Effectiveness** |  |  |
| Numerate. | X |  |
| Ability to self motivate. | X |  |
| Good interpersonal skills. | X |  |
| Good communication skills. | X |  |
| Commitment to Equality & Diversity and Health & Safety. | X |  |