Job Description

Job title	Service Desk Support Engineer
Directorate	BUSINESS : Business Support
Division	ICT
Range	MPR 3
Reports to	Service Desk Manager

Main purpose of the job:

To contribute towards the provision of an efficient, effective and customer focused Service Desk and to develop key relationships with customers to enhance service delivery and ensure satisfaction with the ICT service. With a practical and procedural knowledge of Microsoft technology and the council's procurement policy.

To handle customer calls, either via telephone, email or Service Desk System and strive to solve customer problems and requests at the first point of contact or to proactively assign them to specialist teams within ICT.

To resolve first line technical support incidents, via the phone using remote management software to remote control a user's corporate device.

To log all calls on the Service desk software system, ensuring they are logged accurately, and transferred efficiently if they cannot be resolved by the Service Desk.

Update all first line support knowledge articles on the Service Desk system, to ensure customers can 'self-serve' if they wish, for basic queries and issues.

To assist the Technical Support Engineers with builds, installs, maintenance, support and decommission of desktop, laptop, tablets, and periphery devices e.g., printers. Scanners.

To assist the Asset management officer, keep an accurate and up to date list of software licences and ensure the appropriate process is followed when installing any business application.

To assist with drop-ins to resolve technical issues as and when required.

To ensure the Laptop Loan pool records are kept up to date as and when required.

Handling of internal and external telephone enquiries, dealing with customers, colleagues, suppliers, and other organisations as necessary.

Assist the Asset management officer with mobile phone related queries.

Awareness in protecting sensitive data and mitigating cyber threats. Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards. Support in reducing security incidents caused by human error and improving overall security posture of the technical area covered in this job profile.

Liaise with stakeholders in a way that promotes the vision and values of the Council.

Accountabilities and outcomes:

Contribute towards a customer focused Service Desk and develop key relationships with customers to enhance service delivery and ensure satisfaction with the ICT service. Resolving or logging first line technical support incidents via phone, email, or Service Desk System at first point of contact or assigning them to specialist teams within ICT. To ensure quality of service is obtained and customers calls is directed to the correct specialist ICT team to deal with the call according to the SLA assigned.

Own all first line support knowledge articles on the Service Desk system, to ensure customers can 'self-serve' if they wish, for basic queries and issues.

Assist the Technical Support Engineers with builds, installs, maintenance, support and decommission of desktop, laptop, tablets, and periphery devices as and when required. To create resilience and knowledge transfer within the Team.

Assist the Asset management officer, keep an accurate and up to date list of software licences and ensure the appropriate internal business process is followed when installing any business application. To ensure compliance & compatibility on the Medway network.

Lead on all drop-ins to resolve technical issues and assist the Asset Management Officer with mobile phone related queries. Ensure Laptop loan pool records are up to date. To enable quality of service and increase customer satisfaction and overall ICT reputation.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Service Desk Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Gun Wharf although they may be expected to work at any location across Medway.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to a to a GCSE, BTEC or NVQ standard.

Level B (in addition)

- CompTIA A+ Qualification or equivalent.

Level C (in addition)

- Technical qualification in a specialised area e.g. MSDST or CCNA

Knowledge

Level A

- Demonstrable technical knowledge of Windows, MS Office, and MS Exchange/Outlook.

- A good understanding of ICT terminology.

- Awareness in protecting sensitive data and mitigating cyber threats. Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards. Support in reducing the number of security incidents caused by human error and improving overall security posture of the technical area covered in this job profile.

- Awareness in creating accessible and inclusive environments for all individuals, including those with disabilities. Commitment to implementing inclusive solutions that meet accessibility standards. Support in fostering an inclusive culture where diversity is valued and all employees have equal access to opportunities and resources.

Level B (in addition)

- Awareness of ITIL and how this can be effective in an ICT environment.

- Technical knowledge of IT equipment is essential.
- An understanding of financial management.

Level C (in addition)

- Higher knowledge & qualifications in technical support e.g. MSDST or CCNA.

Experience

Level A

- Experience of working within a service desk or desktop support service within a medium to large organisation.

Level B (in addition)
- Experience of working within an administrative department of a medium to large organisation, ideally within an ICT environment.

Level C (in addition)
- Experience of using an industry standard Service Desk software system & dealing with customers in an SLA driven environment.

Skills

Level A
- Good communication skills, the ability to communicate both at a technical level within IT and at a non-technical level with customers.

- A good problem solver with the ability to generate solutions to technical   problems.

- Excellent customer service awareness.

- Competent in written and spoken English.

- Good telephone manner and customer care skills.

- Work effectively as part of a team.

Level B (in addition)

- Work to deadlines and under pressure.
- Well organised with the ability to maintain accurate documentation.
- The ability to perform administrative functions in an organised and logical manner.
- A self- starter with a high level of personal motivation and initiative who will instigate improvements to processes.

Level C (in addition)

- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.

- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.