



Stockport Council Job Description

Post Title: CSS Officer (I&C)
Service Area: IT
Directorate: CSS
Team: Service Desk

Salary Grade: 4

Post Reports to: Service Desk Manager
Post Responsible for: N/A

Main Purpose of the Job:

To provide comprehensive support for all IT services for Members and Officers of the Council, Council Services, and external customers, maintaining efficiency and sustainability whilst remaining responsive to the requirements of customers.

The current Service Desk role is the provision and support of I&C systems and hardware along with associated peripherals working to ITIL Service Management standards.

To offer technical expertise & advice on all technical issues whilst ensuring the highest levels of customer focussed support are achieved.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:

KEY AREAS

TECHNICAL SUPPORT

1. To provide first line technical telephone support and advice.
2. To provide on-site support and drop in centre support, where required.
3. To assist with the maintenance of service standards and follow procedures to enable I&C systems to operate at levels of maximum efficiency.
4. Installation and configuration of Desktop hardware and software and Peripherals
5. The identification of faults related to Desktop systems and equipment.
6. To adhere to set procedures in order to assist with the resolution of faults with hardware and software supported by the section.
7. Work in conjunction with other Services support teams where appropriate, across the whole range of hardware and software approved by the Authority
8. To promote and document set procedures in order to assist with the resolution of faults with hardware and software supported by the section.
9. To assist with the provision of alternative services to customers following the occurrence of Desktop systems and/or equipment failure.
10. To evaluate hardware, software, systems and services to ensure compatibility and suitability for use within the Authority's Desktop systems.

11. To provide a technical advisory service as requested by the section's customers.
12. To ensure the effective operation of supported hardware and software in all operating environments.

CUSTOMER SUPPORT AND TRAINING

13. To provide the highest levels of customer service to all users of Stockport MBC systems.
14. To understand service level agreements manage workloads in line with the SLA's.
15. To ensure the customer is informed of progress on support issues either by phone call, ticket update or site visit.
16. To ensure the recording of all configuration information including all amendments and modifications to the Authority's Desktop systems are recorded and maintained.
17. To ensure that customer care standards are upheld in order to maintain the highest quality of service.
18. To advise on and assist with the selection of Desktop equipment and systems in order to fully meet customer requirements, and is compatible the Authority's current infrastructure.
19. To provide basic "hands on" training to the section's customers with regard to relevant hardware and software.

RESEARCH

20. To be aware of and assist in the evaluation of appropriate products, standards and regulations relevant to the sections work
21. To keep abreast of technical developments in the ICT industry
22. To be aware of the current Industry Standards relevant to the work carried out by the section

ADMINISTRATION

23. To ensure that the most cost-effective solutions are used in order to meet customer requirements.
24. To maintain internal procedures and to support other members of the Service Desk Team in order to promote effective working practices.
25. To maintain records of progress on all jobs being carried out by, or on behalf of the section through the computerised management system.
26. To provide all the documented services as part of a team giving support from 0800 to 1800 each day, necessitating some fixed hours working. To support the working hours agreed in the current SLA's

GENERAL

27. To help maintain central configuration and inventory information for the Service Desk.
28. To resolve Incidents and Changes or Problems which may occur
29. To be prepared to work outside the section's normal working hours as required.
30. To work within and help develop all processes within ISO 20000 Service Management

31. To help with Installation, Procurement of ICT products

32. To undertake any other duties as requested by management, not defined above, but related to the work of the department and being in the interest of the service.

Additional duties:

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



Stockport Council Competency Person Specification

Post Title:

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Understands and actively supports Stockport Council's diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 – Exceptional