

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

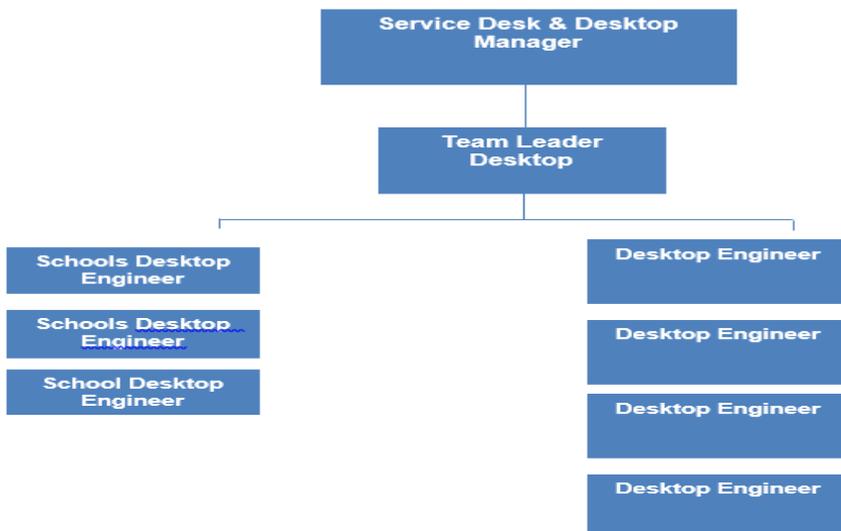
DIRECTORATE: Neighbourhoods
SERVICE: Customers & ICT
LOCATION: Floor 2, Number One Riverside
JOB TITLE: Desktop Team Leader
POST NUMBER: CUICT0000025
Grade: 7
Accountable to: Service Desk and Desktop Manager
Accountable for: Desktop Engineers
Hours of Duty: 37 hours

Any Special Conditions of Service: The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.

The Service Desk has set hours (*currently 8am to 6pm but this could be subject to change as it is based on the needs of the services ICT support*) to cover this it operates a rota that means this post does not operate under a WLB scheme.
This post will be expected to do 8 am starts with early finishes and late starts to accommodate a 6pm finish on a rota basis

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

To provide a quality technical first-line service to all customers in accordance with best practise, the post holder will be responsible for the recording of all incidents, Service request and requests for change (RFCs) that come to the Service Desk via phone or email. They will also undertake corrective action to satisfactorily resolve incidents and Service requests received and, under all circumstances, provide an end-to-end customer service focused approach to call management.

Control of Resources

Personnel

None.

Financial

None.

Equipment/Materials

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

- 1 Desktop Expert
- 2 Team Leader

Desktop Expert

Provide technically accurate solutions to users and customers.

Provide support to VIP users and power users to ensure their desktop systems are in good Working order and perform to a high standard. Build relationship with the Users and key champions to test new technologies and improve desktop services for all Users

Research new technology, equipment, drivers and software. Establish and implement desktop solutions to be part of live service. Improve productivity and reduce down-time through high quality ICT advice, maintenance and servicing.

Liaise directly with external maintenance suppliers where they are dependent on call resolution them, update internal customers as incidents are resolved; update internal customers as RFCs are released into the production environment; liaise with other ICT technical staff to deliver service as per the service model.

To have and to further develop source of technical expertise in and around day to day technologies: you will be expected to provide direct support to end users to address issues and resolve incidents related to end user's devices including: -

PCs, laptops, hybrids, tablets (hardware and operations)
OS Build and software distribution
Windows 7, 8 10etc. MS Office /Adobe/Zip
Active Directory /profiles/security
File and print (H drive, V drive)
Desktop security (virus /firewall/access controls)
Outlook, email/working in share point on the intranet etc.
Associated peripherals and components (cables/docking solutions/USB/Video)
Mobile working supporting home uses/VPN, Citrix
Supporting mobile phones and set up (Nokia/IPhone)
Supporting 3G, 4G dongles, 2FA authentication
Supporting wifi technologies
Support office and conference room technologies Projectors, whiteboards, sounds and conference systems
Support, printers (Xerox) drivers and general fixes as paper jams
Knowledge of desk phones as VoIP, Lync and general telephony issues

Team Leader

Day to day management of the Desktop Team in accordance with the business priorities and objectives as directed by the Service Desk & Desktop Manager.

To reduce calls and incidents by finding technical solutions. Identify, isolate and analyse problems based on information presented by end users, provide expert diagnostic routines and using experience and logic; fix incidents, problems and errors. Using process of elimination and tapping into online resources bring issues to speedy conclusions.

Be aware of Service Level targets and monitor performance against them.

Maintain the accuracy of the Service Management Tool and related databases by updating new user information, relocations etc.

Maintain the accuracy of the Knowledgebase by updating existing articles and contributing new documentation where appropriate.

Produce statistical reports, on request, from the SMT.

Participate in quality control groups, examine the function of ICT and identify service quality improvements, especially in the delivery to customer.

Participate in Change Advisory Boards, considering the risk and impact of releasing changes into the production environment.

Manage, prioritise and chase outstanding calls with appropriate staff within ICT and external suppliers.

Maintain, mentor, train, motivate and co-ordinate team of engineers, control a rota and roster staff with a strong focus on resolution and keeping call queues to a minimum. Complete one to one's and administrator sickness, holidays and timesheets.

Ensure that there is always a presence within the ICT Desktop team supported hours.

Identify and document potential service improvements with Service Desk Manager, in accordance with ITIL best practise.

Update standards and procedures, as and when required, that are used in the day-to-day function on the Service Desk and ICT Support, in accordance with ITIL best practise.

Deputise for the Service Desk & Desktop Manager when requested

Ability to recognise duties and tasks that can be moved from one area to the Desktop Team or automation.

To encourage and assess customer feedback from all areas of work, and to reflect this in future service delivery content.

Perform all work in accordance with the written ICT standards and procedures.

Undertake duties that may at time-to-time be of temporary nature and outside the above duties as requested by Senior Management and being in the best interest of the service.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Head of Service (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by _____ Date _____

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Head of Service _____ Date _____

**Rochdale Borough Council
Person Specification**

Directorate :	Neighbourhoods	Post:	Desktop Team Leader
Service :	Customers & ICT	Post Number :	CUICT0000025
Job Ref:	RO-11876	Grade:	7

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 Please confirm you are willing and able, if required, to conform to specific business hours or form part of a rota scheme?	E	AF/I
2 Please confirm you are willing and able to perform a reasonable amount of out of hours work given reasonable notice. All standby and out of hours' rates are set as part of T&C of employment at RBC.	E	AF/I
3 Please confirm you are willing and able to be part of an 'on-call' / 'on standby' scheme within ICT. All standby and out of hours rates are set as part of T&C of employment at RBC	E	AF/I
(b) Qualifications and Experience		
4 Please provide details of your experience of working within a multi-tenanted, KPI/SLA driven technical Desktop team.	E	AF/I
5 Do you hold an ITIL foundation or do you have experience of?	E	AF/I
6 Please detail your technical experience of technologies as Windows 7 – 10, Active directory, SCCM, telephony experience as Lync and setting up and configuring mobile phones. Desktop and basic networking, print management, OS build and software distribution.	E	AF/I
7 Please detail your experience of infrastructure working alongside systems and networking teams liaising on resolutions to problems and issues.	E	AF/I
(c) Skills and Knowledge		
8 Please provide details of your knowledge of hardware and systems software installation and support.	E	AF/I
9 Please detail your good problem solving aptitude and skills with a positive analytical attitude to support process and performance improvement.	E	AF/I
10 Please detail your ability to diagnose technical faults quickly and accurately over the telephone, using the remote assistance tools and techniques available.	E	AF/I

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(c) Skills and Knowledge (continued)		
11 Please detail your knowledge of PC hardware components and peripherals.	E	AF/I
12 Please detail your knowledge of standard operating systems and business applications e.g. current Microsoft Windows and Microsoft Office suites, popular web browsers, Microsoft Exchange email clients, citrix.	E	AF/I
13 Please detail your excellent communication skills - both written and oral - with the ability to relate to employees, departmental staff, third party suppliers of goods/services, elected members of the Council and management at all levels and users with varying degrees of technical knowledge.	E	AF/I
14 Please detail your good personal organisation skills and time management.	E	AF/I
15 Please detail your ability to take ownership of your own personal/professional development.	E	AF/I
16 Please provide details of your ability to deal sensitively and tactfully with all situations; taking control of difficult situations and using assertiveness skills where appropriate whilst remaining polite and courteous.	E	AF/I
17 Please detail your ability to analyse and summarise data and produce reports on statistics gathered.	E	AF/I
(d) Behaviours and Values		
18 Approach the job at all times using the values set out in the Rochdale Way: <input type="checkbox"/> Valuing our people <input type="checkbox"/> Focusing on customers <input type="checkbox"/> Acting with integrity <input type="checkbox"/> Using time and money wisely <input type="checkbox"/> Working together <input type="checkbox"/> Always learning and improving Please confirm you are willing to adhere to these values and behaviours.	E	AF/I
19 If applying as part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces.	D	AF/I
20 If applying as part of the Armed Forces Scheme: Please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I