

Role profile – Assistant Desktop Engineer

- **Location:** Number One Riverside, Smith Street, Rochdale
- *This is an office based role.*
- **Salary:** Grade 4 (moving to 5 with experience) £24,294-25, to £25,979
- *Grade 5 dependant on holding manual driving license.*
- **Hours:** 37pw (Mon-Fri, 8-5, rota'd)
- *Occasional out of hours work may be required when necessary.*
- **Annual Leave:** 25 days holiday increasing with service

Succeed at Rochdale

- **Support to thrive and develop your career**
- **Progression opportunities**
- **Culture of learning & development**
- **Ambitious plans for the future**
- **Wellbeing support**
- **Best Corporate Workplace in the UK**
- **Located at the Heart of Riverside surrounded by shops, cafes, bars & leisure facilities**
- **Fabulous public transport links**

Overview - duties

- **Provide customers with new and replacement equipment.**
- **Perform daily printer and AV checks.**
- **Repair faulty laptops.**
- **Install and move equipment.**
- **Regularly count and re-order stock.**
- **Resolve customer issues at their desks.**
- **Learn and follow departmental processes.**

Purpose - objectives

- **Support customers and fellow team members in their duties.**
- **Contribute to project work.**
- **Demonstrate a continued growth in knowledge of the Desktops Teams' role and related IT subjects.**

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Person specification



Assessed via Application Form

Skills, Experience & Knowledge

1. Do you hold a current manual driving licence? If not, how close are you to taking your test?
2. Are you able to work on a rota basis and out of hours if necessary?
3. Detail your experience working in a customer facing environment.
4. Identify any IT experience you have; both personal and professional.

Value

Pioneering, Passionate & Proud

Please provide an example of a time when you were proud of a piece of work you were involved in.

(Guidance)

Grade 1 – 4 (max 5 points)

Grade 8 – 10 (max 10 points)

Grade 5 – 7 (max 7 points).

Grade 10+ maximum 12 points

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Person specification



The remainder of the person specification will be assessed at stage 2 of the recruitment process

Skills and experience

How assessed (A, I, P Assessment, Interview, Presentation)

1. How would you diagnose a fault either in person or over the phone?

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2. What experience supporting mobile operating systems (Android & iOS) technologies do you have?

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3. Please describe your communication skills - both written and oral - with the ability to relate to customers.

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4. Please describe how you organise your time and tasks.

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5. Discuss the importance of taking ownership of an issue.

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6. How would you deal with a sensitive situation?

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Knowledge

How assessed (A, I, P Assessment, Interview, Presentation)

7. Name the main components of a standard laptop.

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8. What is your knowledge of standard systems and applications e.g. Microsoft Office suites, popular web browsers?

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