



# TRAFFORD COUNCIL

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>ICT Customer Support Technician</b>
<b>DEPARTMENT:</b>	<b>Transformation and Resources</b>
<b>SERVICE:</b>	<b>ICT</b>
<b>GRADE:</b>	<b>Band 5</b>
<b>DIRECTLY RESPONSIBLE TO:</b>	<b>Senior ICT Customer Support Technician</b>

### **Main Purpose of the Job:**

- To contribute to ServiceDesk incidents/requests through to completion, providing customer resolution or recognising when escalation is required for the quickest resolution for the user.
- The role has a requirement to cover the Council's core working hours which will involve working between 8:00 –16:00 on a rota basis, as determined by the Senior ICT Customer Support Technician.

### **Main Duties:**

1. To provide users with continual and regular updates throughout the management of their incidents, whether assigned to you or another engineer.
2. To work effectively on the Service Desk systems, ensuring that ALL support calls are logged and fully updated in real time.
3. To deliver an effective technical support service across all desktop platforms, accurately diagnosing computer hardware and software faults. Resolving them effectively and within any Service Level Agreement (SLA's). Escalating any situation that may breach SLA or affect the quality of service provided to the Senior Customer Support Technician or Customer Support Manager.
4. To install or remove software on a networked device as per the certification documents. Also updating the documentation with any changes as and when required.
5. To provide assistance and technical knowledge to aid implementation of projects.

6. To provide an effective field support service on a rota basis as determined by the Senior Customer Support Engineer which may involve:-
  - “Building” all PC’s / Laptops in accordance with current ICT policies.
  - Deliver, install, move and collect ICT equipment.
  - Ensuring that all equipment is security coded, asset tagged and PCs/Laptops are built in accordance with current ICT policies.
  - Providing all asset paperwork to the Customer Support Manager, to ensure the asset registers and the CMDB for software and hardware is updated.
  - Assisting with maintaining and issuing stock and any stock control systems in place.
  - Taking receipt of any deliveries for Customer Support.
7. To assist with maintaining and issuing stock and using any stock control systems in place.
8. To maintain a clean and tidy working environment.
9. Any other duties that are commensurate with the grade which may be, from time to time required by management.

### **Health and Safety**

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Confidentiality**

To adhere to the Council’s policies and procedures on confidentiality and the management and sharing of information.

**Flexible and Agile Working**

To be flexible in working arrangements in order to meet the needs of the service. This may involve some evening and weekend work, as well as working from different locations within the Council, sometimes at short notice.

Date prepared/revised: July 2015 Prepared/revised by: E V Czok

## PERSON SPECIFICATION

<b>MINIMUM ESSENTIAL REQUIREMENTS</b>	<b>METHOD OF ASSESSMENT *</b>
<b>1. Qualifications/Training etc.</b>	
GCSEs A-C (or equivalent) in literacy and numeracy	A & C
<b>2. Experience</b>	
A minimum of .2 years' experience in a desktop support environment	A & I
Proven success in incorporating and encouraging customer and client feedback to create a culture of continuous improvement in service delivery. Customer service experience.	A & I
Proven success in developing effective working relationships, communicating and influencing others.	A & I
Experience in supporting a Windows XP/Windows 7 platform.	A & I
<b>3. Knowledge</b>	
Extensive technical knowledge of Desktop Support hardware and software. preferably in supporting users on a Windows 7 Operating System	A & I
Extensive technical knowledge and proven ability in all aspects of Desktop Support hardware and software in particular all MS Operating Systems and Office Packages and common peripherals.	A & I
Excellent understanding of Windows System Administration.	A & I
<b>4. Skills and Abilities</b>	
Support ICT Support Engineers in the delivery of an effective ICT Support Service.	A & I
Proven technical ability across all aspects of the desktop environment which can be translated into effective service delivery.	A & I
High level interpersonal skills, with the ability to communicate effectively to a wide range of audiences over the telephone and face to face	A & I
Ability to apply current information technology and information systems to local government.	A & I
The ability to work under pressure and to handle difficult customers in a positive and confident manner.	A & I

The ability to prioritise and escalate work schedules.	
Thorough understanding of client server environment including the use of roaming profiles.	A & I
Thorough understanding of TCP/IP networking protocols.	A & I
Ability to advise service areas on the effective use of hardware and software in line with Councils policies and procedures.	A & I
Proven ability to work in a team environment or individually as required with the minimum of supervision.	A & I
Full UK Driving Licence Essential and use of a vehicle if/when required.	

**STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements**

ADDITIONAL REQUIREMENTS	METHOD OF ASSESSMENT *
<b>1. Qualifications/Training etc.</b>	
An IT related qualification	A & C
ITIL Service Management Foundation Certificate	A & C
MCDST	A & C
<b>2. Experience</b>	
Experience of administering enterprise IT systems	A & I
Experience of using Axios Assyst ServiceDesk software	A & I
Experience of working in a LAN/WAN IT environment	A & I
Proven success in incorporating and encouraging customer and client feedback to create a culture of continuous improvement in service delivery	A & I
<b>3. Knowledge</b>	
Knowledge of Microsoft Services (such as Active Directory, Exchange, IIS, etc)	A & I
Knowledge of networking technologies	A & I
An understanding of the key objectives of the Authority, Directorates and Services.	A & I
<b>4. Skills and Abilities</b>	
An excellent level of skill and competence in the use of IT systems	A & I
Ability to manage conflict	A & I
Demonstrable commitment to the values of local democracy and public service	A & I
Ability to use software tools to troubleshoot, interrogate, and extract information from IT systems	A & I
Proven ability to understand, create and follow written procedures	A & I

**\* Method of Assessment**

**A** = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview, **P** = Presentation, **T** = Test, **AC** = Assessment centre