



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	ICT Support Officer (1 st Line)		
GRADE:	Grade 5 SCP 20-25	SERVICE AREA:	ICT
JOB CODE:	S2100	LOCATION:	
REPORTS TO:	Service Desk and Asset & Incident Lead / Service Desk & Change Implementation Lead		
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Participation in Team rota to provide a support service between 0745 – 1730 • Availability outside normal working patterns as may be reasonably requested • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The postholder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. • This post is subject to Baseline Personnel Security Standard clearance (BPS) 		

1. Main purpose of the job role:

- Providing first line support, advice and guidance to users of ICT throughout the council
- Overseeing and monitoring handover of incidents to second line support.
- Ensuring service performance is within established parameters.
- Mentoring new starters within the Team

2. Role specific duties and accountabilities:

- Provide support to users of the Service Desk.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English
- Monitor status of service requests and liaise with team members to ensure service desk issues are resolved
- Resolve first line support issues and provide guidance to customers within WMBC on resolution on issues they are dealing with
- Ensure all incidents are appropriately recorded in the Council's Service Desk system
- Act as the first point of contact for any business critical support requirements and take ownership for resolution
- Assist second-line support resolution using members of the Applications Support, Data Centre, Networks and Workstation teams. Throughout the process, maintain regular communication with the Staff and users in order to manage customer expectations. In cases where there is significant disruption, or there is disruption to members of the public, escalate immediately through the defined route and seek guidance on what communication can be made
- Deliver to clear objectives and monitor your performance (measures to be agreed), ensuring this is within agreed limits
- Deliver a customer focused culture and incident ownership within the customer services team

- Handle customer complaints, recording issues and ensuring problems are resolved
- Assist in collating information required by your Team Leader or Senior for them to deliver reports in line with the reporting schedule defined by the ICT Commercial & Customer Services Manager
- Maintain support information
- Highlight recurring issues to the Service Desk & Change Implementation Lead or Service Desk and Asset & Incident Management Lead
- Identify and highlight any deficiencies in 1st line knowledge
- Request training / coaching of self and colleagues on systems support and support processes
- Report on all open incidents not closed within agreed time limits
- Follow and implement agreed Service Desk procedures and processes
- Assist in Business Continuity and Disaster Recovery processes
- Ensure all Council policies and procedures are adhered to for example (but not limited to) Data Protection, Information Management, Health and Safety

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.
- To work as part of a flexible team, providing a high quality service to individuals, the council, external organisations and partners.
- To Develop a broad understanding of the Council's aims and objectives and ICT Strategies, together with an in depth understanding of how these aims and objectives impact on the post holders duties and responsibilities
- Appraise and determine the impact of new or proposed legislation and guidelines and advise appropriate levels of management



JOB TITLE: ICT 1 st Line Support Officer		GRADE: G5
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Enthusiasm and commitment to achieving excellence in service provision	I	3
Able to evaluate options and advise a resolution	I	2
The ability to solve ICT problems presented by users	A/I	2
Able to work in a structured way	A/I	2
Able to prioritise tasks	A/I	2
Excellent verbal and written communication skills with the ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	A/I	3
Able to manage own workload and consistently meet deadlines and performance targets	A/I	3
Able to work independently, interdependently, assertively and under pressure	A/I	3
Proactive, hardworking, self-motivated and enthusiastic approach to work	I	3
Able to work in a team and to co-ordinate with colleagues to share knowledge	I	3
Appreciation of operating within a political environment	A/I	1
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
An understanding of ITIL and how it impacts on the role of 1st line support officer	I	2
Experience of working in an ICT customer services environment	A/I	3

Evidence of continuous professional development (where applicable)				
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
Qualified by experience of working in an IT Customer Services environment providing 1 st line support to more than 2500 IT users			A	
Have obtained or working towards a recognised ICT Qualification			A/I	3
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	1
Awareness of, and commitment to, confidentiality and handling data			I	1
Prepared by:	ARIF RAFI	Date:	JULY 19	