



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

JOB TITLE:	DaTS Senior Support Officer - 1 st & 2 nd Line		
GRADE:	7 SCP	SERVICE AREA:	Digital and Technology Services (DaTS)
JOB CODE:	CG50SENIG7		
REPORTS TO:	Service Desk and Asset & Incident Management Lead	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<p>Participation in Team Rota to provide a support service between 08:15 – 17:00</p> <p>Availability outside normal working patterns as may be reasonably requested.</p> <p>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.</p> <p>This post is subject to Baseline Personnel Security Standard clearance (BPSS)</p>		

1. Main purpose of the job role:

- To provide day to day support to Service Desk team members and customers of DaTS.
- To ensure service performance is within established parameters.
- To oversee and monitor the handover of calls between support teams and third-party suppliers.
- To provide assistance to the Service Desk Lead Officers and to deputise for them as required.

2. Role specific duties and accountabilities:

- To work as a senior team member in either 1st or 2nd Line support.
- Provide senior level support to users and colleagues on a daily basis.
- To proactively work to enhance and develop the Service provided to customers.
- To act as deputy in the absence of Service Desk Lead Officers.
- Handle customer complaints, recording issues and ensuring problems are resolved in a timely manner.
- Monitor status of service requests and liaise with team members to ensure service desk issues are resolved.
Plan for and allocate service desk calls within the team.
Check calls/work has been completed correctly eg. on time and to the correct standards.
- Resolve support issues and provide guidance to customers on more complex resolutions.
- Ensure all incidents are appropriately recorded and updated in the Council’s Service Desk system.

- Act as the first point of contact or an escalation point for any business-critical support requirements and take ownership for resolution.
- Assist support team members to resolve incidents – with assistance from members of the Applications Support, Data Centre, Networks and Development teams as necessary. In cases where there is significant service disruption, or there is disruption to members of the public, escalate immediately through the defined route and seek guidance on appropriate methods of communication.
- Assist in collating reporting information required by Service Desk Lead Officers in line with the reporting schedule.
- Maintain a knowledge/learning base for team development.
- Assist with the maintenance and adaptation of Point of Business (POB)
- Ensure the build room is maintained as a secure environment.
- Ensure stock levels for the team are managed appropriately.
- Design and implement new procedures and processes for hardware configuration and software installations when required.
- Highlight recurring issues and skills shortages to Service Desk Lead Officers and advise upon likely resolutions.
- Plan and facilitate in-house training within the teams, for example cross-skilling.
- Supervise, mentor, coach and assist other members of the Service desk team and review training / coaching of self and colleagues on systems support and support processes.
- Report on all open incidents not closed within agreed time limits.
- Follow, review and implement agreed Service Desk procedures and processes.
- Assist in Business Continuity and Disaster Recovery processes.

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	GRADE	
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: refer to corporate behaviours document		
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	3
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.	I	3
Abilities/Skills: (refer to JE guidance document)		
Vision and commitment to achieving excellence in service provision	A/I	3
Knowledge of emerging trends in technologies and best practice in local government	A/I	3
Able to evaluate options and advise a sound business resolution	A/I	3
Able to facilitate complex and difficult planned programmes of works within the service desk	A/I	3
Able to work in a structured way with skills	A/I	3
Able to demonstrate leadership qualities and be capable of taking a lead role in initiating and resolving issues	A/I	3
Able to manage own workload and those of others 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	A/I	3
Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, members and other stakeholders	A/I	3
Able to work as an effective, assertive and participative member of the ICT team	A/I	3
Proactively guide, help, assist and mentor colleagues within the Service Desk Team	A/I	3
Excellent written communication skills	A/I	2

Excellent verbal communication skills		A/I	3
Able to demonstrate effective experience of leading and motivating others		A/I	3
Good appreciation of wider local government and relevant national issues		A	2
Appreciation of and ability and experience of operating within a political environment		A	2
Computer literate (Word, Excel, Windows, General Ledger etc) and to be aware of how ICT systems can be used to maximise support and streamline processes		A/I	3
Confident and professional demeanour		A/I	3
Able to evidence commitment to continuing personal and professional development		I	3
Practical understanding and experience of working within a performance management framework		I	2
An awareness of and commitment to Equalities		I	2
An awareness of and commitment to Health and Safety in the workplace		I	2
Knowledge of ITIL		A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Practical experience of operating in a Service Desk environment on a day-to-day basis		A/I	3
Practical experience of operating in an IT environment to support business requirements		A/I	3
Proven ability to prioritise and resolve IT problems to provide an effective IT service and deliver solutions to improve IT provision		A/I	3
Sound technical knowledge and expertise in Service Desk support and maintenance of all aspects of IT systems and data information		A/I	3
Experience using and maintaining service desk software		A/I	3
Experience of working in IT Service Desk Operation		A/I	3
Experience of supervising multi-skilled people		A/I	3
Evidence of continuous professional development		A	2
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 within an IT Service Desk environment		I	3
Other Essential Requirements			
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.		I	3
Practical understanding of the application of risk management		I	2
An awareness of, and commitment to, equality of opportunity		I	2
Awareness of, and commitment to, confidentiality and handling data		I	2
Prepared by:	Sharon Worrall	Date:	Sep 2021
Updated by:	Sharon Worrall Changed ICT to DaTS, updated Service Desk hours.		May 2024