Service Document Standard Form:

Role Profile

Linked documents: Job Evaluation Guidance Note

Buckinghamshire FIRE & RESCUE SERVICE *we save lives*

ROLE DETAILS:	
Role Title:	ICT Service Desk Technician
Grade:	Scale F - G
Service area:	Service Development
Responsible to:	ICT Service Desk Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To support an efficient and effective ICT Service to all customers

To build relationships with internal customers to the service desk

To deputise for the ICT Service Desk Manager

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial – Direct or Non-Direct: none.

Staff Responsibilities: none.

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- To receive, log and ensure requests for support, information, reports and data into the ICT Service Desk are dealt with by the most appropriate person

- Use professional judgement to monitor and manage the progress of requests into the ICT Service Desk and ensure users / staff are kept informed

- To perform more complex installations, replace consumable items and check correct working of ICT equipment

- To deliver a pro-active, flexible and approachable ICT service that recognises and meets the varied needs of the different customer groups, including service hours and working environment

- To manage the portfolio of user change requirements (Change Requests) for all software, hardware and infrastructure.

- To work with customers in a way that is mutually respectful of each other's skills, needs and is based on trust and commitment to the Service outcomes

- To operate a few, effective channels of communications with customers

- To operate simple, clear, effective and flexible processes to support the delivery of the ICT Service

- Use specialist professional judgement to investigate problems and faults concerning hardware and /or software

- To carry out routine backup of data, together with any required restoring of such data

- To install new, and upgrade existing, PCs and laptops

- To install latest software versions and service packs

- To visit remote sites to solve problems and provide advice

- To investigate problems and faults concerning hardware and /or software

- Use professional judgement to review technical solutions and advise users on systems, products and services that are available to them

- To attend training and / or college courses and development as directed by the ICT Service Desk Manager

DECISION MAKING:

Make decisions:
Use professional judgement to make decisions on ICT based on Service Desk incidents infrastructure, and apply good business / ICT practice through the Change Management Process

Significant say in decisions:
Will be expected to use professional judgement to participate in decisions affecting ICT in general within the Authority

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CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:
Multiple internal contacts across all levels in the service in the provision of the Service Desk function

External:
Multiple external contacts with suppliers, contractors and customer groups in a wide range of scenarios

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Services' aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all staff, visitors, contractors etc. within the area are in compliance with statutory requirements and Service policies and procedures
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach individual members of staff as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria *The skills, knowledge, qualifications and training required to perform the role*

Qualifications & Training:
- A Level or HND in ICT Development or related discipline or equivalent experience
- Windows 2000, 2003 and 2008 2012 Server
- Microsoft Exchange 2013 Server
- Windows Active Directory
- Microsoft SQL Server 2005 to 2012

Experience:
- Previous experience of providing customer support services over the telephone

Skills:
- Ability to develop and provide simple reports and information requests from key systems
- Analytical mind in order to readily diagnose the source and cause of IT systems faults
- Attention to detail

Knowledge:
- Understanding of ICT infrastructure architecture
- Understanding of networking and communications within an ICT environment
- Understanding of ICT peripherals (printers/scanners, etc)
- Understanding of ICT desktop / laptop operating systems
- Knowledge of service desk structure, procedures, and practices

REQUIREMENTS: Desirable Criteria
The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:
- Microsoft Certified Desktop Support Engineer

Experience:
- Previous experience of working as a service or support desk analyst in an ICT environment

Knowledge:
- Understanding of the range of desktop software in use in the Authority
- Understanding of the Data, Information and Reports currently used by the Service
- Knowledge of the Electricity at Work Regulations 1989
- Awareness of health and safety policies and procedures
- Knowledge of the Health and Safety at Work Act 1974
- Management of Health and Safety Regulations 1992

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

This role profile will be supplemented by annual target based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.