Service Document Standard Form:

Role Profile

Linked documents: Job Evaluation Guidance Note

ROLE DETAILS:	
Role Title:	ICT Service Desk Technician
Grade:	Scale C
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 provide efficient, customer-focused ICT support services that enable the Service to operate effectively across all sites and locations.

To act as a first point of contact for ICT incidents, service requests, and technical advice, ensuring issues are resolved in a timely manner, and users are kept informed throughout.

To support the delivery, maintenance and continual improvement of ICT systems, infrastructure, and services, whilst promoting good security practices and excellent customer service.

To deputise for the ICT Service Desk Manager when required.

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*

- Receive, log, categorise and manage incidents, service requests, information requests, and changes through the ICT Service Desk.
- Take ownership of incidents and service requests through to resolution, ensuring users receive timely updates and appropriate communication.
- Deliver a professional, proactive, and customer-focused ICT support service to all Service staff across multiple locations.
- Diagnose, investigate, and resolve hardware, software, networking and user-access issues using professional judgement and established procedures.

- Install, configure, maintain, and support desktop computers, laptops, printers, mobile devices, peripherals, and associated software.
- Support Microsoft 365 services including Exchange Online, Outlook, Teams, OneDrive, and SharePoint.
- Administer user accounts, permissions and access controls through Active Directory, Microsoft Entra ID, and related management platforms.
- Support Windows desktop and server environments and assist with maintaining associated infrastructure.
- Manage and implement approved change requests relating to hardware, software, systems, and infrastructure.
- Assist with endpoint deployment, device provisioning, software installation, upgrades, patching, and lifecycle management activities.
- Maintain accurate records of ICT assets, configurations, licences, and support activities.
- Carry out routine backup, restoration, and recovery activities in accordance with Service procedures.
- Support meeting room technology, remote working solutions and collaboration platforms where required.
- Visit Service locations and remote sites to install equipment, resolve technical issues, and provide user support.
- Liaise with suppliers, contractors, and third-party support providers to resolve faults and service issues.
- Provide advice and guidance to users on ICT systems, products, services, and best practice.
- Support ICT service improvement activities through the identification of recurring issues, process improvements, and efficiencies.
- Promote compliance with ICT policies, information governance requirements, and cyber security standards.
- Support the Service's cyber security arrangements by reporting security concerns, following security procedures and encouraging secure use of technology.
- Attend training courses, workshops and professional development activities 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:
Contribute professional knowledge and experience to decisions related to service desk operations, ICT improvements, and technology adoption in the service.

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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, ICT Apprenticeship or equivalent qualification in ICT, Computer Science, or a related discipline, or equivalent practical experience.

Experience:

- Experience providing customer-focused ICT support within a service desk, helpdesk, or technical support environment.
- Experience supporting Microsoft Windows desktop operating systems.
- Experience diagnosing and resolving hardware, software, and user-related ICT issues.
- Experience working with service management or ticketing systems.

Skills:

- Strong problem-solving and fault-finding skills.
- Excellent customer service skills and a commitment to delivering quality support.
- Ability to communicate technical information clearly to non-technical users.
- Ability to prioritise workload and manage multiple tasks simultaneously.
- Good organisational skills and attention to detail

Knowledge:

- Microsoft Windows 10 and Windows 11.
- Microsoft 365 services including Outlook, Teams, OneDrive, and Exchange Online.
- Active Directory and Microsoft Entra ID.
- ICT infrastructure, endpoint devices, and desktop technologies.
- Networking fundamentals including TCP/IP, DNS, DHCP and Wi-Fi.
- ICT peripherals including printers, scanners, and multifunction devices.
- Information security and cyber security principles.
- IT service desk processes, procedures, and good practice, preferably aligned to ITIL principles

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications, and training required to perform the role

Qualifications & Training:

- ITIL Foundation Certification.
- Microsoft Fundamentals Certification (MS-900, AZ-900, SC-900) or equivalent.
- CompTIA A+ or equivalent.

Experience:

- Experience working within a public sector environment.
- Experience supporting Microsoft 365 administration functions.
- Experience supporting mobile devices and endpoint management solutions.
- Experience supporting meeting room or collaboration technologies.

Knowledge:

- Microsoft Intune or mobile device management solutions.
- Windows Server administration.
- Azure cloud technologies.
- Cyber security controls and security monitoring concepts.
- Understanding of the Service's operational and business systems.
- Knowledge of relevant health and safety legislation and safe working practices.

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.