

| | |
|---|---|
| Job Title: Desktop Support Engineer | Role Profile Number: SBC_10246 |
| Grade: CFL7 | Date Prepared: August 2018 |
| Directorate/Group: Digital Services & Corporate Programmes/Resources | Reporting to: Technical Field Services Lead |
| Structure Chart attached: | No |

Job Purpose

- Deliver excellent customer service while providing technical IT support to Swindon Borough Council staff, and its partners.
- To work with the relevant teams ensuring the operational needs of our customers are met in service delivery. Deliver a high-quality service that meets the needs of the customers.
- To ensure services are restored as quickly as possible and incidents and requests are completed within departmental SLAs, KPIs and OLAs.
- Act as a technical lead on IT works and manage the transition of support to the IT service desk and IT support technicians, by leading by example and by setting standard ways of working in documentation and in the service knowledge base.

Key Accountabilities

- Deliver IT technical support
- Take ownership of customer issues and communicate effectively to ensure satisfactory resolution
- Assist with major technical works
- Understand requirements of the customer and the IT department and provide technical solutions

- Assist with upkeep and accuracy of core IT systems such as the call logging system, knowledge base, and general CMDB functions
- To communicate known and potential problem areas to end users and management and to update progress to resolution and closure
- To assist with major project works and help deliver small level project work such as moves and upgrades
- Escalate calls to subject matter experts internally and externally as required
- To fulfil incident and request callsCreate build images, sequences and build IT hardware devices such as desktop PCs, laptops, tablets, servers and more
- Strong foundation of knowledge in all recent major Windows desktop operating systems
- Keen interest in IT and upcoming technologies / software
- Strong understanding and experience in the application and maintenance of IT security such as anti- virus, malware, information governance and security
- Ability to learn, understand and enforce relevant IT legislation whilst delivering work such as PSN and Council based policies
- Repair and maintain IT hardware such as Desktops, Laptops, and peripherals
- Strong knowledge of software installation and problem solving, including packaging such as MSIs, SCCM deployments and AD deployments
- Ensure compliance on all Council mandatory training, including and not limited to Data Protection and Equality

Supplementary Accountabilities

- To participate in the full range of Departmental and Council activities including corporate working groups and other initiatives as required from time to time
- To be responsible for delivering the Council's Equality Policy relevant to the post holder's area of work.
- Such other duties as may arise in connection with the activities mentioned above.

- Work flexibly to cover colleagues and ensure all council sites and colleagues are supported (some local travel required within Swindon area)

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Considerable technical IT support experience in a customer service role
- Experience of working in an ITIL environment
- Proven planning and organisational skills
- Highly Motivated with a positive and professional attitude
- Desire to provide a high standard of service
- Demonstrable technical know-how across a broad spectrum of IT areas
- Provide unique technical insight into problems and show creativity in solving them
- Previous technical competencies mentioned in Key Accountabilities such build images and deploy teams, and more
- Excellent problem solver.

Qualifications

- GCSE or equivalent in 5 subjects including English and Mathematics

Decision Making

- Ability to make day to day decisions relating to the technical operation of the IT service
- Ability to prioritise own workload to ensure tasks are completed within given timescales
- Make both reactive and proactive operational decisions to improve service delivery and customer experience
- Experience of working with minimum direct supervision with flexibility to cope with varying demands and tight deadlines
- Ability to get on with people and deal with difficult situations calmly

Creativity and Innovation

- Act as a subject expert and provide advice and guidance to the senior management team and colleagues
- Make recommendations to Senior Management relating to technical solutions
- Make recommendations to inform technical decisions on the future of the service
- Willing to acquire new skills and broaden areas of competencies
- Work as part of the problem management team and major incident management team

| | | |
|--|--|-----------|
| <p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None | <p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p> | <p>No</p> |
|--|--|-----------|

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Daily contact with Service Desk Analysts and IT colleagues
- Daily contact with Customers
- Daily contact with Managers and Professionals
- Daily contact with Service Areas
- Regular contact with 3rd Party Suppliers
- Regular contact with SBC Partners
- Excellent communication skills to include: in person, meetings, presentations, telephone, e-mail, remote control, reports
- Proven ability to network/manage complex relationships effectively for the benefit of the organisation and the customers.
- Daily monitoring service ensuring incidents and requests are allocated to the correct resolver groups
- Ability to supervise, motivate, train, coach and develop 1st and 2nd line colleagues

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Ability to manage customer relationships in difficult situations such as service outages and delays to issue resolution
- Show patience and mentoring skills when helping less technically able colleagues
- Inform and empower others to develop breadth of skill to service coverage
- Must be able to work flexibly to meet the demands of the job including some out of hours working early morning, at evenings and weekends.

| | |
|---------------------------------|--------------------|
| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |