

## Job Description

### **ICT TECHNICAL SUPPORT OFFICER [Grade 5]**

<b>Service:</b>	Digital Services	<b>Team(s):</b>	Operate / Strategy & Assurance
<b>Location:</b>	Preston		
<b>Salary range:</b>	£23,893 - £25,979	<b>Grade:</b>	5
<b>Reports to:</b>	Service Centre Team Leader <i>or</i> Senior ICT Engineer/Designer	<b>Staff responsible for:</b>	None

#### **Job Purpose**

To undertake ICT Technical tasks required in the support, implementation and maintenance of ICT platforms and systems.

To provide the highest standard of customer service and assisting customers to access ICT support services, via self-service, email, and telephony.

#### **Accountabilities/Responsibilities**

- Sensitively and efficiently assist customers by solving issues and logging appropriate information on the ICT Service Centre systems as necessary, delivering a flexible and responsive service in line with the needs of the service.
- Knowledge of a range of standardised documented ICT Service Centre first line procedures with varying complexity including Incident, Change and Knowledge Management, and Catalogue procedures.
- Resolving customer interactions at first point of contact via telephony, self-service, and email utilising the IT Service Management Knowledge Base.
- Be fully proficient in the use of telephony and ICT systems typically used in a large customer service centre environment.
- Be polite and professional at all times in possibly difficult, stressful and challenging situations.
- To own individual enquiries and customer requests.
- Be fully proficient in all aspects of customer service delivery and deal appropriately with sensitive and confidential information and meet agreed quality and quantity targets.
- The ability to work without close supervision, using initiative and making minor decisions.
- To undertake technical administrative tasks in line with documented processes.
- Ensure that the customer is at the heart of all of the services delivered.
- Deliver a customer focused service to both internal and external customers.
- To be able to undertake a range of tasks covering areas in ICT infrastructure and/or applications and services. This will include but not limited to:
  - Occasional requirement for physical effort and to work out of office
  - Assisting with the supply, installation, maintenance and repair of ICT hardware and software
  - Ensuring the stock of ICT equipment is fully prepared and ready for installation
  - Delivering and recovering ICT equipment
  - Undertake basic vehicle checks for the ICT Vans prior to use

- Arranging the safe packaging and return of faulty equipment
- Logging hardware warranty incidents
- Broad range of technical knowledge across an ICT Service business area.
- Can respond independently to unanticipated ICT Service issues.
- Consistently attain/exceed the quality and quantity criteria of key performance indicators.
- Demonstrate a willingness to take on extra duties.
- Be actively developing skills to assist in the induction and mentoring of colleagues as appropriate and to support team members in ensuring that objectives and targets are met.
- To have an identified specialist technical support/task responsibility, resolving varied problems and coordinating activity.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Vacancies for some technical support staff may require an ability to drive and for some, use their own vehicle for work.

You must be prepared to work flexibly across the hours on various shift patterns from 8am to 6pm.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

## Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

### **We expect all our employees to demonstrate and promote our values:**

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.



**Person Specification**  
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<b>Requirements:</b>	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (AF) or Interview (I)</b>
<b>Qualifications:</b>		
GCSEs Maths and English (at Grade A*-C or Grade 9-4) or equivalent	D	AF, I
ITIL Service Management Qualification (Foundation or above)	D	AF, I
<b>Experience:</b>		
An understanding and practical experience of ITIL methodology and application in a commercial or local government environment	D	AF, I
Experience of ICT support	E	AF, I
<b>Knowledge and Skills:</b>		
ICT Technical support expertise	D	AF, I
ICT Technical support in the advertised skill area	E	AF, I
Good customer service skills	D	AF, I
Effective oral and written (grammar) communication skills	E	AF, I
Excellent oral and written (grammar) communication skills	D	AF, I
Excellent keyboard, mouse and telephony skills	E	AF, I
Good interpersonal skills and empathetic listening skills	E	AF, I
Ability to respond positively to difficult, stressful and challenging situations	E	AF, I
Ability to work effectively as part of a team	E	AF, I
Ability to use initiative, analyse situations and identify the service needs of customers	E	AF, I
Competent in using multiple ICT systems i.e., e-mail, word processing, spreadsheets and databases	E	AF, I
Ability to effectively train, coach, mentor and develop others	D	AF, I
<b>Other (including special requirements):</b>		
Commitment to undergo further training	E	AF, I
Office based, with off-site work as required	D	AF, I
Occasional variable hours working including work outside of standard office hours	D	AF, I
Occasionally working in confined spaces/leaning over desks etc when installing, repairing or removing kit	D	AF, I
To be able to physically deal with the movement of PCs/Printers/Network hardware etc (on a daily basis if necessary)	D	AF, I
Be able to operate with precision instruments	D	AF, I

Requirements:	Essential (E) or Desirable (D)	Identified by Application Form (AF) or Interview (I)
Have or be able to pass an enhanced DBS check	E	AF, I
Full UK driving licence	D	AF, I
<p>Network Field engineering may include the following <i>(NB full safety training and appropriate safety apparatus and PPE (Personal Protective Equipment) will always be provided.)</i></p> <ul style="list-style-type: none"> <li>o Working at height <ul style="list-style-type: none"> <li>▪ using ladders</li> <li>▪ accessing rooftops</li> <li>▪ using Mobile Elevated Working Platforms MEWP, eg cherry picker</li> <li>▪ climbing radio masts, up to 40 Meters</li> </ul> </li> <li>o Roadside work <ul style="list-style-type: none"> <li>▪ accessing chambers</li> <li>▪ accessing ducting</li> <li>▪ accessing roadside cabinets</li> <li>▪ accessing roadside poles</li> </ul> </li> <li>o Driving <ul style="list-style-type: none"> <li>▪ Use of Council vehicles - lights goods van, 4x4, long wheelbase van</li> <li>▪ Driving up to four hours a day across Lancashire and Cumbria</li> <li>▪ Limited off-road driving</li> <li>▪ Driving specialist hire vehicles such as cherry picker</li> <li>▪ Towing</li> </ul> </li> <li>o Work with electrical wiring (DC systems)</li> </ul>	D	AF, I
Totally focused on service delivery and customer satisfaction	E	AF, I
Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	E	AF, I
Commitment to undergo further training	E	AF, I
Commitment to equality and diversity	E	AF, I
Commitment to health and safety	E	AF, I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I