

Job opportunities



Supporting
government

Position details

Position:	Service Desk Officer
Hours:	37 hours per week
Location:	All Strata Sites (Exeter/Newton Abbot/Honiton)
Vacancy type:	2 Years Fixed Term
Closing date:	5 April 2020

Job pack and application

Please visit the [Strata website](#) for a job pack and application form

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 516551

Email: careers@strata.solutions



Service Desk Officer
Exeter/Newton Abbot/Honiton
£21,166 - £24,313 per annum
37 hours per week
Fixed term for an initial 2 year period

About Strata

Strata is an exciting IT company, wholly owned by the public sector, based in Exeter, along with offices in Newton Abbot and Honiton. Strata covers a wide geographical area with supported sites across the districts of Exeter, East Devon and Teignbridge.

Strata has invested heavily in technology, processes and people and is proud to offer its customers the latest innovations around virtualisation, application delivery and agile working.

About the role

We have an exciting opportunity for an energetic, enthusiastic and experienced Service Desk Officer to join our team. Our Service Desk provides a technical and professional support service for all IT solutions to our customers, working with state of the art hardware and software. You'll be responsible for carrying out trouble-shooting across the entire range of infrastructure, networks, systems and mobile working services. We aim to ensure that all requests throughout the business are dealt with in a timely and efficient manner, delivering excellent standards of customer service.

In return for your hard work, we offer a range of excellent benefits including 28 days holiday plus bank holidays, flexible working hours, cycle scheme and entry into the local government pension scheme.

We also provide a structured 24/7 on-call service for IT emergencies which is paid at a competitive rate as an addition to the regular salary.

About you

With a good standard of education, you'll have practical experience of working in a Technical / Service Desk environment and experience of working with ITIL processes is also desirable.

You'll have a good understanding of how modern technologies are used to deliver world-class IT infrastructure as well as a broad knowledge of WAN and LAN topology, servers, VDI and storage. Mobile device technical experience and remote support skills are also essential to assist a widely agile customer-base. AD administration, Microsoft & VMware environment knowledge would be an advantage.

With the ability to prioritise and manage your own workload efficiently, you'll also have excellent problem solving skills and the ability to build and maintain effective customer relationships. You must also be able to work effectively as part of a high performing team.

A driving licence and your own transport is essential (although reasonable adjustments may be possible) as you will be required to travel regularly to all Strata sites.

Apply

To apply, please send your CV to careers@strata.solutions.

For an informal discussion about the position please contact Sue Langston, on 07912 774588 or email sue.langston@strata.solutions For a job description please visit <http://strata.solutions/>, or alternatively, if you do not have internet access call 01395 517553.

Closing date: Sunday 5th April 2020

Interviews will be held: Thursday 16th & Friday 17th April 2020



JOB DESCRIPTION and PERSON SPECIFICATION

Post title: Service Desk Officer (fixed term for up to 2 years)

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Grade & Salary: Grade 3

Responsible to: Service Desk Manager

Responsible for: None

Strata purpose: Provide Strata's customers with strategic IT leadership and professional, resilient and cost effective IT services to help them meet their corporate objectives.

Job purpose:

Deliver a comprehensive, professional and cost effective customer focused ICT support service for all Strata's customers that meets their business needs.

As a member of the Service Desk team provide a comprehensive, effective, professional, high quality and customer-focused ICT service in accordance with the corporate objectives and values of Strata.

The Service Desk is a critical service; it is the first point of contact for Strata queries, issues and service requests from Councillors, members of the public, all Council staff, and suppliers. It is a highly professional service delivered consistently by knowledgeable staff sometimes under high pressure situations. It is focused on customer satisfaction, incident resolution and service delivery and will "own" a customer's query and represent the customer within the whole Strata operation.

This post is required to carry out first line faultfinding of all IT faults across the entire range of infrastructure, networks, systems and servers and to escalate to other groups within Strata when appropriate. This post fulfils the majority of service requests ranging from setting up and training of new starters, setting up mobile phones, to carrying out office moves.

Core accountabilities:

1. Carry out first line IT customer support for the whole range of Strata services, ensuring excellent service behaviour towards customers and colleagues.
2. Accurately log all calls and demand in the Service Desk System.
3. Install, configure, test and support a range of ICT technologies including PC operating systems, desktop and business software, mobile and desktop hardware and applications, network and remote connections (both 3rd party and those developed in-house).
4. Fault find server incidents and problems to a first level making use of known and documented actions and workarounds.
5. Carry out changes and new installations to voice and data connections within offices as required.
6. Manage your assigned Incidents and Service Requests to ensure that work gets done correctly and in a timely fashion, efficiently escalating assigned incidents and problems to the correct team within Strata as appropriate.
7. Carry routine process tasks for the particular site, ensuring these processes are documented
8. Develop and maintain a good knowledge of the customer site operations, and ensure excellent communications and working relationships with the customer base.
9. Take part in the service desk rota for the local site to ensure agreed service hours are covered.
10. To be a part of the Out of Hours support team as required.
11. Supervise contractors carrying out work for the Service Desk.
12. Operate to Strata standards and in compliance with policies and procedures for all operations including purchase, installation, configuration, recording of the asset, maintenance of documentation and information, starters and leavers processes.
13. Document processes as required by Service Desk Manager
14. Negotiate with suppliers for price and delivery of IT hardware and suppliers, place orders accurately on Strata systems
15. Carry out procurement activities for the Service Desk including GRN ing and checking and collating of invoices, ebay activity and card payments.
16. Carry out accurate recording of all moves, adds and changes to IT hardware, software and service assets in the CMDB. Ensure the Strata CMDB is updated consistently whenever you carry out a change.
17. Assist with managing the secure destruction or sale of redundant IT assets
18. Carry out training of new starters on new or changed technologies.
19. Assist with diagnosing underlying causes of failures and finding ways to eliminate these causes and to improve the efficiency of Strata.

20. Take part in small project tasks associated with the desktop or mobile infrastructure, systems and software as requested by Service Desk Manager.
21. Impart technical information clearly and succinctly to a non-technical audience and to another technical resource.
22. Communicate effectively with all levels of IT users across the Council, from senior management to operational staff and partners.
23. Maintain own technical and personal skills, knowledge and competencies, sharing these openly with colleagues to benefit Strata.
24. Encourage a systems thinking within the Service Desk team
25. Support Strata's and its customers' approach to equalities and diversity ensuring that services and policies identify, address and promote the needs of the diverse communities.. This includes the need for safety of children and other vulnerable people.
26. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy and also Strata staff compliance with all customer policies when on their sites.
27. Ensure own, staff and customer awareness and compliance with Strata policies. Maintain positive thinking and behaviour at all times, in relation to the Strata behaviours documents.
28. Evaluate and assist in managing risk across the delivery spectrum of Strata

PERSON SPECIFICATION

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> ▪ Good general school background ▪ ITIL V3/V4 foundation ▪ Microsoft MTA certification in IT Infrastructure ▪ MS Specialist Certification in windows 7 or 10 	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	
Knowledge	<ul style="list-style-type: none"> ▪ A wide appreciation of how modern technologies are used to deliver world-class IT infrastructure ▪ Broad knowledge of Strata WAN and LAN topology; servers, VDI, storage and application virtualization; software control and deployment; voice and mobile technologies and their 	<p>E</p> <p>E</p>	

	<p>management tools, processes and costs.</p> <ul style="list-style-type: none"> ▪ Working knowledge of best practice IT service desk processes based on ITIL principles using modern support software ▪ Very good user knowledge of how VDI operates with MS Office, Exchange and Skype, with good technical understanding of the underlying infrastructure to enable 1st level faultfinding ▪ Very good user knowledge of all desktop and mobile hardware in use by Strata with good technical understanding of the underlying infrastructure to enable full faultfinding ▪ Good knowledge of local government business and processes ▪ Good technical knowledge in: <ul style="list-style-type: none"> ▪ Microsoft operating systems ▪ IOS operating systems ▪ Land line and mobile phone and data technologies and tariffs ▪ Microsoft AD administration, Exchange and Outlook management tools ▪ Remote user management tools ▪ Server administration tools ▪ VMWare, Veeam, Clearswift and all other systems management consoles. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> ▪ Able to prioritise and manage own workloads efficiently ▪ Excellent trouble shooting and problem solving skills under pressure. ▪ Sound project management ability ▪ Excellent customer relationship building and maintaining skills ▪ Able to analyse problems to root cause and assist development of improvement strategies and actions. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p>	

	<ul style="list-style-type: none"> ▪ Makes best use of available information and resources to exercise decision making responsibilities ▪ Negotiating skills for price and delivery for IT hardware, services and supplies ▪ Communicates honestly, openly and clearly ▪ Strong focus on the customer and includes creative abilities to deliver outside the normal. ▪ Excellent team worker 	D D E E E	
Successful experience in	<ul style="list-style-type: none"> ▪ Coordinating and prioritising own tasks within a busy IT service desk team which includes local management of the hardware, software and phone estate. ▪ Carrying out administration and faultfinding of a Microsoft and VMWare VDI environment network of around 2000 users ▪ Managing small IT projects ▪ Negotiating with suppliers 	E D D D	
Special requirements	<ul style="list-style-type: none"> ▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act). 	E	

Strata is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
Use of chemical and or skin irritants	1
) Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

-) Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test

The document was reviewed & completed by Sue Langston – January 2020