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## **JOB DESCRIPTION**

**POST TITLE:** Service Desk Engineer (FTC – 2 Years)

**REPORTS TO:** Service Centre Manager

**RESPONSIBLE FOR:** None

**GRADE & SALARY:** 3

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### **OVERALL PURPOSE OF ROLE:**

Post holder purpose is to deliver a professional, technical and customer focused ICT support service for all Strata's customers. Providing first point of contact for all IT faults and requests. Responsible for addressing and resolving a wide range of hardware, software and network related issues faced by our stakeholders (clients and staff), ensuring a high level of customer service at all times.

### **CORE RESPONSIBILITIES**

- Deliver a courteous technical support service to end users via the Service Desk telephone system, ensuring that issues are resolved efficiently and effectively.
- Diagnose and troubleshoot hardware and software issues, install new equipment and software where required.
- Manage a record of incidents and service requests via the (in house) ticketing system, ensuring that they are tracked until fully resolved.
- Respond pro-actively to identify recurring issues and trends, suggesting improvements to prevent future incidents that will serve to enhance the overall system performance.
- Maintain an accurate record of IT Assets within the CMDB system.
- Manage requests for purchasing, adhering to financial processes, negotiating with suppliers and liaising with users.
- Assist with any IT projects and system upgrades.
- Stay up to date with the latest IT trends and technologies in order to enhance personal knowledge and provide enhanced support to users
- Adhere to established IT service desk policies, processes and standards ensuring compliance with best practice and legal obligations.
- Provide Out of Hours support to manage reports of business-critical faults outside of normal working hours.
- All other duties commensurate with the post and grade.



**OUR VALUES** form the behaviours that we expect from all of our team, these help us to assess your performance in the role.

<b>VALUE</b>	<b>DESCRIPTION</b>	<b>ESSENTIAL (E) DESIRABLE (D)</b>
<b>SELF DEVELOPMENT</b>	Wanting to improve ourselves, and looking for different ways to learn	<b>E</b>
<b>TEAM</b>	Actively participates as a member of a team, pro-actively contributing to the completion of objectives.	<b>E</b>
<b>RESULTS</b>	Demonstrates drive and passion to achieve objectives	<b>E</b>
<b>ACCOUNTABILITY</b>	Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.	<b>E</b>
<b>TRUST</b>	Able to build lasting relationships which demonstrate reliability, integrity and consistency	<b>E</b>
<b>ADAPTABILITY</b>	Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches.	<b>E</b>

**SIGNATORY**

**PRINT NAME**

**DATE**

Job holder -----

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Line Manager-----

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This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role



**PERSON SPECIFICATION** we use this criteria not only to assess your skills coming into the role but to ensure that we evaluate the requirements fairly.

<b>Criteria</b>	<b>Requirements</b>	<b>E/D</b>	<b>Method of Assessment</b>
<b>Education Training</b>	<ul style="list-style-type: none"> <li>• Minimum of 4 GCSEs grade C and above (including IT)</li> <li>• Any other relevant IT qualification.</li> <li>• A minimum of 1 year within a similar type role.</li> </ul>	<p><b>E</b></p> <p><b>D</b></p> <p><b>D</b></p>	<b>Application</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of modern technologies</li> <li>• Able to deal with customers via email, telephone or face to face</li> <li>• Familiarity with operating systems, including (but not limited to) Microsoft</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>	<b>Application/Interview</b>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Able to prioritise workload efficiently and manage workload</li> <li>• A problem solver who can trouble shoot finding solutions to issues</li> <li>• Excellent communication skills both verbal and non-verbal</li> <li>• Strong ability to translate technical jargon into user friendly language for non-technical users</li> <li>• Willingness to adapt to changing technologies</li> <li>• Works well as a team player or on own initiative</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>	<b>Application/Interview</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>• A valid driving licence and own car with business insurance (reasonable adjustments may be possible according to the Equality Act)</li> </ul>	<p><b>E</b></p>	<b>Application</b>



### 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.

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

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