THE ROLE

ICT Service Desk Technician

Department:	**ICT**
Role Code:	**ICT08**
Grade/Role:	**5**
Responsible to:	**Service Desk Manager**
Responsible for:	**No line management responsibility**
Date Revised:	**January 2019**

Job Purpose:

To protect and save life, property and the environment by acting as a first point of contact to the Service for all ICT issues. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls. Attempts to 'fix' issues following the defined incident management process and the road map/knowledge base which gives a route to fix common issues. Ensures excellent customer service at all times.

Main Duties and Responsibilities:

1. Acts as a Single Point of Contact to the business and provides ICT support raised by telephone, email or by a user visiting the service desk. Logs all incidents or service requests received in the ITSM Tool.

2. Provides advice to users on systems, products and services which are available to them. Out of hours support to be provided in line with agreed local arrangements.

3. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls. Monitors progress of all open calls with appropriate escalation.

4. Provides an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.

5. Assists users in making more effective use of desk-top systems, products and services. Makes initial diagnosis of any problems and advises known solutions where applicable.

6. For all products, services and systems within the area of responsibility, demonstrates, installs and commissions desk-top systems and their routine upgrades. Provides information on updates, known errors, changes in availability, new facilities etc.

7. Ensures that incidents and requests are handled according to agreed procedures. Replace, repair, install or remove hardware/software to fulfil business requirements, this could involve visits to remote sites / locations across the Service.

8. Identifies and resolves network problems. Resolve issues using technical expertise/knowledge ensuring that the user(s) can continue to perform their job.

9. Monitor service availability and deal with alerts to prevent loss of service using technical expertise and/or escalating to technical teams using the ITSM Tool when resolution cannot be provided by the Service Desk.

10. Create/change/delete user computer login accounts or application/data access permissions, same with Bespoke accounts ensuring compliance with security protocol using Active Directory and/or required ICT tools.

11. Record and report to the CMDB owner any changes regarding Configuration Items received by replacement/renewal/repair or gained knowledge received whilst dealing with user support issues.

12. Prepare/send and control communication to the business regarding planned or emergency outages affecting service. Contributes to the availability management process. Run weekly KPI reports as and when required.

13. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.

14. Any other duties commensurate with the responsibilities and grading of the post.