



THE ROLE

ICT 2nd Line Service Desk Technician

Department:	ICT
Role Code:	ICT25
Grade/Role:	5
Responsible to:	ICT 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

The ICT Service Desk is the central point of contact for all ICT related incidents and service requests. The 2nd Line Service Desk Technician is responsible for investigating, resolving or escalating support requests and incidents in collaboration with colleagues from other ICT functions; to meet customer satisfaction and continuous service delivery demands in line with the ICT strategy and operational needs.

Main Duties and Responsibilities:

1. Act as an initial internal escalation point for the service desk team – coaching colleagues using experience, depth and breadth of knowledge.
2. Respond and resolve more complex incidents and service requests within agreed operational target levels and escalate to 3rd level support teams within ICT and external suppliers.
3. Deputise for the Line Manager when they are absent, by carrying out necessary team admin and representing the Service Desk at management meetings.
4. Create, maintain and publish relevant support documentation in order to assist colleagues in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
5. Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary utilising the ITIL framework.

Role Profile

6. Provide advice and guidance on best practice for using the ICT systems.
7. Monitor progress of all open calls within the team with appropriate escalation where necessary.
8. Responsible for maintaining CMDB records in line with agreed process.
9. Logs all incidents or service requests received in the ITSM Tool following agreed procedures.
10. Logs and actions alerts in line with agreed procedure dependent on the priority.
11. Out of hours support to be provided in line with agreed local arrangements.
12. 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.
13. Any other duties commensurate with the responsibilities and grading of the post.