**ROLE DESCRIPTION**

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| **Job Title** | Service Desk Assistant |
| **Salary Band** | SCP 16-19 |
| **Reporting to** | IT Service Desk Team Leader |
| **Directorate** | Corporate Development & Delivery |
| **Service Area and sub area** | IT |
| **Team** | IT Service Desk |
| **Political Restriction** | N/A |

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| **1. Primary Purpose of the Post** |
| * SUPPORT: To assist out colleagues throughout the business by dealing with and resolving incidents with excellent customer service. * MAINTAIN: To ensure the organisation maintains security and compliance standards through the updating of our devices. * PROCURE: To procure IT related items that support colleagues throughout the business. |
| **2. Your responsibilities** |
| * To understand how an IT Service Desk works from the receipt of an incident/service request to resolution, focusing on request fulfilment and also assisting with procurement. * To assist out colleagues throughout the business by support of logging incidents efficiently and effectively that can be escalated accordingly and managed via the team. * To work in the IT Governance and Service Desk teams to gain key knowledge and experience of procurement processes, contract management, supplier engagement, process compliance and IT asset management. * To understand the importance of Health & Safety in the workplace, especially in IT where there are considerations including manual handing and lone working in our diverse estate. |
| **3. General Corporate Responsibilities** |
| * To participate in all aspects of training and development as directed. Use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of IT services. * To contribute towards achieving corporate efficiency targets and initiatives. * To ensure the Combined Authority’s commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken. * Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority. * To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority’s safety plan. |
| **4. Recruitment Plan** |
| Competency Based Interview  Scenario-based Test |
| **Key words:**  IT Support  IT Service Desk  IT Service Delivery |

**PERSON SPECIFICATION**

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| **Job Title**: IT Service Desk Junior Officer/Administrator/ Trainee/Assistant |  |
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| **Criteria** | | |
| **Qualifications and Training** | **E = Essential**  **D = Desirable** | **Identified By** |
| 5 GCSE including Maths and English (or equivalents) at grades C/4 or above | **E** | **A** |
| ITIL v3/4 Foundation ? | **D** | **A** |
| Evidence of relevant continued professional  development. | **D** | **A** |

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| **Experience and knowledge** | **E = Essential**  **D = Desirable** | **Identified By** |
| Experience of using Microsoft Office (or other Office Suites such as Google Workspace) packages including Word, Excel and Outlook. | **E** | **A/I** |
| Experience of supporting applications and systems in a Microsoft desktop environment. | **D** | **A/I** |
| Experience within an IT support role in a corporate environment. | **D** | **A/I** |
| Experience of supporting applications and systems in a Microsoft desktop environment. | **D** | **A/I** |

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| **Skills and abilities** | **E = Essential**  **D = Desirable** | **Identified By** |
| Demonstrable customer service skills. | **E** | **A/I** |
| Excellent interpersonal skills. | **E** | **A/I** |
| Ability to work on own initiative. | **E** | **A/I** |
| Ability to prioritise workload. | **E** | **A/I** |
| Ability to work to conflicting deadlines. | **E** | **A/I** |
| Demonstrable can-do attitude. | **E** | **I** |

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| **Personal Attributes** | **E = Essential**  **D = Desirable** | **Identified By** |
| Determination to deliver. | **E** | **A/I** |
| Willingness to work flexibly as and when required. | **E** | **A/I** |
| Ability to work effectively and efficiently from home and in the office and attend any site in our estate when required. | **E** | **A/I** |
| Flexible approach to workload and working pattern when required. | **E** | **A/I** |

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| **Core Behavioural Competencies** | **E = Essential**  **D = Desirable** | **Identified By** |
| A commitment to the LCR and an understanding of its stakeholders. | **E** | **A/I** |
| An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion. | **E** | **A/I** |
| Willingness to contribute to a high-performance culture. | **E** | **A/I** |
| Embed LCRCAs values of LCRCA first, Action Focused & Respect. | **E** | **A/I** |

**Key to Assessment Methods:**

**\****Please specify for each criterion, column to be removed for external posting.*

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| KO – Knockout question | A - Application | P – Presentation | T - Test |
| FQ – Filter Question | I – Interview | E – Exercise | AC – Assessment |