

ROLE DESCRIPTION

Job Title	Senior IT Service Officer
Salary Band	27 - 32
Reporting to	IT Service Centre Team Leader
Directorate	Resources
Service Area and sub area	Transformation & Digital
Team	IT Service & Operations
Political Restriction	None

1. Primary Purpose of the Post

As a **Senior IT Service Officer**, you will have a passion for IT service delivery and excellence and improving customer experience and perception of the service within the IT Service Centre.

Reporting directly to the IT Service Centre Team Leader, you will deliver first and second line support and assist with maximising the percentage of issues resolved at first contact. You will develop and oversee the build, deployment and upgrade of desktops and deputise for the Team Leader when required. You will provide support, guidance and escalation routes for the Service Officers within the Service Centre.

2. Your responsibilities

MAIN RESPONSIBILITIES

- Contribute to timely and helpful support for system users in resolving issues and delivering efficient operational outcomes for the organisation.
- Assist in the delivery of all aspects of the IT service where required.
- Respond to incoming incidents or service requests (various streams – portal, phone, email) in a timely manner.
- Ensure customer kept informed of progress.
- Timely escalate to 3rd line or 3rd party resources and contribute to Major Incident meetings.
- Support Service Officers carrying out their day-to-day activities.
- Be an escalation point for Service Officers as required to minimise escalation to other teams.



- Assist Service Centre Team Leader in producing and analysing service performance data and creating service improvement plans.
- Review, test and approve or amend standard operating procedures and documented knowledge articles produced by the team.
- Drive team forward to achieve performance targets set by Service Centre Team Leader.
- Assist Service Desk Team Leader in quality assuring the response to incidents to ensure required incident/service request performance.
- Develop and take a lead on deploying images for Corporate Desktop devices.
- To be a point of escalation for Desktop deployment and act as a Subject Matter Expert in this area.
- To develop, carry out, oversee and monitor preventative, proactive work that ensures LCRCA devices are kept updated and compliant with the Cyber Security standards the organisation adheres to.
- To ensure that all updates are deployed in a timely manner to avoid compromise by cyber-attacks or downtime due to incompatibility.

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.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

Job Title: Senior IT Service Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Specialist Training in a field related to subject area.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Considerable hands-on experience working in IT, with a focus on desktop deployment.	E	A/i
Experience of working with third parties to resolve incidents	D	A/i
Basic understanding of LAN/WAN Networking, Security and IT Fundamentals.	E	A/i
Experience of IT Service Management processes	E	A/i
Experience of managing the deployment of images to hardware and the updating using a tool like AutoPilot	E	A/i

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to identify a root cause of issues and solve problems.	E	A/i
Excellent analytical skills.	E	A/i
Excellent Interpersonal skills.	E	A/i
Demonstrable experience in a service support environment.	E	A/i
Ability to prioritise workload.	E	A/i
Ability to work to conflicting deadlines.	E	A/i

Personal Attributes	E = Essential D = Desirable	Identified By
Flexible working at peak periods	E	A/i
Ability to work independently and in a team environment.	E	A/i
Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to identify several solutions.	D	A/i
Able to 'think on their feet' when dealing with problems.	E	A/i



Must have working knowledge of MS Office, MS Teams, and comfortable learning new systems.	E	A/i
---	----------	------------

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Conscientious, flexible, and resilient.	E	A/i
Excellent time management skills.	E	A/i
A positive “can do” attitude and a positive attitude to change.	E	A/i
Committed to providing an excellent service to the organisation and able to create an inherent customer focus across the team.	E	A/i