ROLE DESCRIPTION

Job Title	IT 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

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 assisting with procurement.
- Contribute to timely and helpful support for system users in resolving issues and delivering efficient operational outcomes for the organisation.
- Correct logging, categorisation and prioritisation of service requests and incidents.
- Ensuring customer kept informed of progress.
- Effective escalation of incidents to other IT teams or 3rd parties.
- 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

PERSON SPECIFICATION

Job Title: IT Service Desk Assistant

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**

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/T**
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**

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/T**
Ability to prioritise workload.	**E**	**A/I/T**
Ability to work to conflicting deadlines.	**E**	**A/I/T**
Demonstrable can-do attitude.	**E**	**I**

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**

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:

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