

ICT Technical Support Officer

10 Feb 2016

JOB TITLE	ICT Technical Support Officer
LOCATION	Preston
GRADE	4-6
DIRECTLY RESPONSIBLE TO	Service Centre Team Leader, Principal ICT Engineer/Designer, Senior ICT Engineer/Designer,
DIRECTLY RESPONSIBLE FOR	None
THIS POST IS SUBJECT TO DISCLOSURE	Yes
PRIMARY PURPOSE OF THE JOB	To undertake ICT Technical tasks required in the support, implementation and maintenance of ICT platforms and systems. To provide the highest standard of customer service and assisting customers to access ICT support services, via self-service, email, and telephony.

Main Areas of Responsibility**Grade 4**

- Sensitively and efficiently assist customers by solving issues, and logging appropriate information on the ICT Service Centre systems as necessary, delivering a flexible and responsive service in line with the needs of the business.
- Knowledge of a range of standardised documented ICT Service Centre first line procedures with varying complexity including Incident, Change and Knowledge Management, and Catalogue procedures

JOB DESCRIPTION

- Resolving customer interactions at first point of contact via telephony , self-service, and email utilising the ITSM Knowledge Base
- Be fully proficient in the use of telephony and ICT systems typically used in a large customer service centre environment.
- Be polite and professional at all times in possibly difficult, stressful and challenging situations
- To own individual enquiries and customer requests.
- Be fully proficient in all aspects of customer service delivery and deal appropriately with sensitive and confidential information and meet agreed quality and quantity targets.
- The ability to work without close supervision, using initiative and making minor decisions.
- To undertake technical administrative tasks in line with documented processes.
- Ensure that the customer is at the heart of all of the services delivered.
- Deliver a customer focused service to both internal and external customers.
- To be able to undertake a range of tasks covering areas in ICT infrastructure and/or applications and services. This will include but not limited to:
 - Occasional requirement for physical effort and to work out of office
 - Assisting with the supply, installation, maintenance and repair of ICT hardware and software
 - Ensuring the stock of ICT equipment is fully prepared and ready for installation
 - Delivering and recovering ICT equipment
 - Maintaining the ICT Van
 - Arranging the safe packaging and return of faulty equipment
 - Logging hardware warranty calls

Grade 5 – all of the above plus:

- Broad range of technical knowledge across an ICT Service business area
- Can respond independently to unanticipated ICT Service issues
- Consistently attain/exceed the quality and quantity criteria of key performance indicators
- Demonstrate a willingness to take on extra duties.

JOB DESCRIPTION

- Be actively developing skills to assist in the induction and mentoring of colleagues as appropriate and to support team members in ensuring that objectives and targets are met.
- To have an identified specialist technical support/task responsibility, resolving varied problems and coordinating activity.

Grade 6 – all of the above plus:

- Be fully proficient in the induction, and mentoring of colleagues as appropriate and to support team members in ensuring that objectives and targets are met.
- To undertake technical tasks covering specialist areas in ICT infrastructure and/or applications and services. They will:
 - Have strong technical skills in a specific ICT technical area
 - Resolve complex problems, able to undertake 2nd line ICT problem diagnosis and resolution including remote diagnosis and support at customer premises.
 - Can prioritise assigned tasks and respond independently to unanticipated problems. Understanding the key priorities and targets and the effectiveness of the service
 - Complete tasks independently
 - Provide technical support recovery activities following failure
 - Undertake ICT implementation tasks
 - Help to ensure that availability targets are met
 - Develop and maintain AskICT knowledge articles
- Be able to assist with Senior Technical Support Officers duties and stand in for short periods in their absence.
- Provide effective communication within the service and between other services and customers

Other

- You must be prepared to work flexibly across the hours on various shift patterns from 8am to 6pm.

JOB DESCRIPTION

- Undertake, wherever required, other responsibilities and duties including work related to 3rd party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitably change.

Prepared by: **Andrew Hill**

Date: **10 Feb 16**

ICT Technical Support Officer

Date 10/2/2016

PORTFOLIO: Digital Services Operate
SERVICE: ICT
JOB TITLE: ICT Technical Support Officer
GRADE: Grade 4-6

Notes to applicant: In your application, you should provide evidence of meeting all points on the person specification, particularly those marked * as they are key criteria.

CRITERIA	KNOWLEDGE AND SKILLS	METHODS OF ASSESSMENT
Qualifications and Training	<ol style="list-style-type: none"> 1. GCSE's Maths and English (Grade A-C) or equivalent 2. ITIL Service Management Qualification (Foundation or above) 	(A,I)
Experience	<ol style="list-style-type: none"> 3. An understanding and practical experience of ITIL methodology and application in a commercial or local government environment 4. Experience of ICT support 5. Grade 5 requirement – Experience of ICT support * 6. Grade 6 requirement – One or more years experience in an ICT support role 	(A,I)
Skills/Abilities	<ol style="list-style-type: none"> 7. ICT Technical support expertise 8. Grade 5 & 6 ICT Technical support in the advertised skill area * 9. Good customer service skills. 10. Effective oral and written (grammar) communication skills.* 11. Grade 5 requirement - Excellent oral and written (grammar) communication skills 12. Grade 6 requirement – Excellent oral and written (grammar) communication skills * 13. Excellent keyboard, mouse and telephony skills.* 14. Good interpersonal skills and empathetic listening skills.* 15. Ability to respond positively to difficult, stressful and challenging situations.* 16. Ability to work effectively as part of a team.* 17. Ability to use initiative, analyse situations and identify the service needs of the customer. 	(A,I)

PERSON SPECIFICATION

	<p>18. Competent in using multiple ICT systems i.e. e-mail, word processing, spreadsheets and databases.*</p> <p>19. Grade 5 requirement - Ability to effectively train, coach, mentor and develop others</p> <p>20. Grade 6 requirement - Ability to effectively train, coach, mentor and develop others *</p>	
<p>Commitment</p>	<p>21. An understanding of and a personal commitment to the Vision and Values of BT Lancashire Services Limited.</p> <p>22. Totally focused on service delivery and customer satisfaction</p> <p>23. Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust *</p> <p>24. Commitment to undergo further training *</p>	<p style="text-align: center;">(A,I)</p>
<p>Other</p>	<p>25. Commitment to undergo further training *</p> <p>26. Office based, with off-site work as required</p> <p>27. Occasional variable hours working including work outside of standard office hours</p> <p>28. Occasionally working in confined spaces/leaning over desk etc when installing, repairing or removing kit</p> <p>29. To be able to physically deal with the movement of PCs/Printers/Network hardware etc (on a daily basis if necessary)</p> <p>30. Be able to operate with precision instruments</p> <p>31. Have or be able to pass an enhanced DBS check *</p> <p>32. Full UK driving license</p> <p>33. Network Field engineering (Snr TSO G7) may include the following - NB full safety training and appropriate safety apparatus and PPE (Personal Protective Equipment) will always be provided.</p> <p>Working at height</p> <ul style="list-style-type: none"> - using ladders - accessing rooftops - using Mobile Elevated Working Platforms MEWP, eg cherry picker - climbing radio masts, up to 40 Meters <p>Roadside work</p> <ul style="list-style-type: none"> - accessing chambers - accessing ducting - accessing roadside cabinets - accessing roadside poles <p>Driving</p> <ul style="list-style-type: none"> - Use of a Company vehicles - lights goods van, 4x4, long wheel base van - Driving up to four hours a day across Lancashire and Cumbria - Limited off road driving - Driving specialist hire vehicles such as cherry picker - Towing <p>Work with electrical wiring (DC systems)</p>	<p style="text-align: center;">(A,I)</p>

PERSON SPECIFICATION

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Produced by: Andrew Hill Date: Feb 2016
Key to Assessment Methods: A – Application I- Interview