

Chief Executive's Department - ICT Assistant (Support Specialist/Helpdesk)

We are looking for an ICT Assistant (Support Specialist / Helpdesk) to join our existing ICT Team for a 12 month limited term contract period (Salary Range: Grade 4, SCP 16-22 (£21,661 - £25,855)). Reporting to the Senior ICT Officer (Infrastructure) you will have the opportunity to become an important part of a customer focused support team that will allow you to work across a varied technical environment. You will need to be a fast learner with the ability to absorb information quickly and you will also need to have a high attention to detail.

This role will suit an outgoing individual with strong customer facing skills. You must be able to take ownership of user problems, be able to resolve practical issues and respond to enquiries in an efficient and friendly manner. This is a fantastic opportunity that would suit a tech savvy, ICT enthusiast looking to develop their skills in a dynamic organisation that is service-orientated. If you are a self-starter with exceptional communications skills and a 'can-do' attitude, passionate about ICT, then this role could be for you!

For further information please contact David Yates, Senior ICT Officer (Infrastructure) on 696413 or email dyates@douglas.gov.im

Application packs for the above vacancy can be obtained from the HR Department on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library.

The closing date for the receipt of completed applications is 5.00 pm, on Friday, 28th April 2017.

DEPARTMENT	Chief Executive's
SUB-SECTION	Digital & Information Section
DESIGNATION	ICT Assistant (Support Specialist/ Helpdesk)
REPORT TO	Senior ICT Officer (Infrastructure)
DURATION	12 month LIMITED TERM CONTRACT
HOURS OF DUTY:	Monday – Friday (37 hours per week) (daily: 8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)
GRADE:	Grade: 4 (SCP 16 – 22) (£21,661 - £25,855)

MAIN PURPOSE OF THE JOB

Assist the Digital & Information Team in the delivery of ICT services and in the maintenance and support of ICT systems, solutions and services across the council. Maximise the effective use of ICT software systems and hardware by providing a customer-focused user support. Be the first point of contact for software, hardware and infrastructure queries.

Responsible for the delivery of a first class ICT Service Desk provision to all customers across the Council. Provide a professional service ensuring a high level of delivery at all times.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Provide an initial ICT support service and guidance through remote support for all IT related issues across the Council, including members of Council and external suppliers. Assist with hardware, software, network and communication problems by phone, email and desk-side support.
2. Resolve service desk calls as a first point of contact, responsible for providing 1st and 2nd line support and allocating 3rd line support as necessary. Log calls and maintain accurate written records of work completed.
3. Document all work according to agreed procedures in an accurate and efficient manner.
4. Carry out and maintain inventory controls.
5. Report directly to Assistant Chief Officer (Digital and Information) on support trends, service desk performance, cause analysis and risk areas in relation to all identified ICT support tasks.
6. Liaise with customers across the Council and advise of system changes. Maximise the effectiveness of the D&I service offered to customers and proactively seek ways of continuous improvement.
7. Monitor the performance of and diagnose and resolve network infrastructure, software and hardware faults and perform a range of maintenance repairs and upgrades, liaising as necessary with suppliers and advising users of faults and timescale for reinstatement of services.

8. Assist with configuration and testing of ICT software and equipment, networks and operation systems, including hardware, peripherals, telephone systems and IP CCTV systems.
9. Run data queries and open heart data changes using SQL DB language. At all times adhering to the change control procedures.
10. Produce release and change notes for new software applications and updates. Assist with comprehensive testing in conjunction with the Solutions and Infrastructure teams prior to the implementation of any new or updated software applications or hardware upgrade, paying careful attention to change-control procedures and the applications system requirements.
11. Keep up to date with best practice and new developments with the technology sector.
12. Contribute to the development of ICT systems and to team meetings and play an active role in the development of the service delivered by the Team.
13. Work as part of the D&I Team and adopt flexible working practices to ensure the needs of the Council are met.
14. Comply with and actively support all Council policies and procedure and in particular those relating to the delivery of ICT services and information security.
15. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
16. Bring to the attention of the Housing & Property Manager or ACO (H&P) any matters with sensitive or corporate implications.
17. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
18. Responsible for the health and safety of the staff of the Section and for the safety of the public and other staff who come into contact with any aspect of Section's duties being undertaken.
19. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
20. Such other duties within a similar level of responsibility as may from time to time be required by the Senior ICT Officer (I), ACO (D&I) and Chief Executive.

SELECTION CRITERIA

Essential

1. 5 GCSE's (A-C) or equivalent including English and Maths.
2. Minimum 2 years in an IT support environment, experience of PC Desktops, Mobile device management, Operating Systems and associated equipment, including configuration, installation and support.
3. Ability to assess Service desk calls and assign/escalate appropriate resources.
4. Knowledge and experience of working with Service desk management systems and an ability to accurately follow Service desk requests procedures.
5. Strong knowledge of the IT change control process and associated release processes.
6. Ability to produce, release and change, clearly and concisely, technical, documentation.
7. Ability to prioritise, plan and organise own workload and ability to work on own initiative with minimum supervision.
8. Excellent oral and written communication skills.
9. Strong problem solving ability with an excellent customer service attitude.
10. Ability to develop and maintain good working relationships with users, colleagues, members, etc.
11. Good time management skills, enthusiastic and a flexible approach to work.
12. Strong team player skills.

Desirable

1. Educated to 'A' level or Degree (IT or Business qualification) standard.
2. Knowledge of SQL server and scripts.
3. Understanding of local government environment.
4. An understanding of the operations and functions of a local authority.
5. Knowledge of the Council's Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes).
6. Political sensitivity.

Signed _____ (_____, employee)

Signed Line Manager _____ (Danny Looney, ACO D&I)

Signed Chief Officer _____ (Kathy Rice, Chief Executive)

Date _____

Date 10.16

Revision date N/A

Evaluation (date)