

Gravesham Borough Council

Division:	Corporate Services
Department:	IT Services
Post Title:	IT Service Desk Technician (1st line)
Grade:	SC2 to SC4 (career graded)
Hours	37 hours per week plus additional out of hours working when the operational needs arise
Responsible to:	IT Service Desk Team Leader

Job Description

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes.

Job summary

Responsible to the IT Service Desk Team Leader to provide a high quality, customer centric IT Service Desk and support service to over 500 users.

You will contribute to maintaining the high availability of IT systems, within the core working hours and mostly available outside of those hours.

You will be the face of our IT service by triaging all tickets raised on the IT Service Desk (via email, instant message, phone or face to face contact) and ensure new tickets are accurately logged and assigned to an appropriate team.

You'll take responsibility for resolving tickets within their agreed service level agreement (SLA) and escalate issues to 2nd line support or the IT Service Desk Team Leader where appropriate.

To take a proactive role in IT projects and transformation programmes and adopt a flexible approach to work effectively in an ever-changing environment.

Person specification

Digital technology has revolutionised all aspects of our lives, and Gravesham Borough Council is embracing the digital age by modernising the way in which it serves its residents, staff and businesses.

This is an exciting opportunity for someone looking to pursue a career within an IT Service Desk environment, with potential opportunities to progress your career through to 2nd line support and beyond.

This is a career graded position and will put you on a pathway to becoming a competent and well-rounded IT Service Desk Technician. You will learn and develop

your skills within an IT Service Desk environment and will be encouraged to continue your professional development by sitting certification-based training such as CompTIA certification pathways including A+, N+ and S+.

We're looking for someone with a passion to make a difference. Someone who gets excited at the prospect of providing a high quality, customer centric IT support service to our users. Someone who is constantly looking to better themselves and the services they provide to ensure they are fit for purpose and meeting user need.

If you think you meet the person specification, we'd love to hear from you.

Main responsibilities

Responsible to the IT Service Desk Team Leader to provide a high quality, customer centric IT Service Desk and support service to over 500 users.

Contribute to maintaining the high availability of IT systems, within the core working hours and mostly available outside of those hours.

Be the face of our IT service by triaging all tickets raised on the IT Service Desk (via email, instant message, phone or face to face contact) and ensure new tickets are accurately logged and assigned to an appropriate team.

Take responsibility for resolving tickets within their agreed service level agreement and escalate issues to 2nd line support or the IT Service Desk Team Leader where appropriate.

Configure new user accounts and appropriate access across IT systems and archive and disable leavers' accounts.

Maintain the secure structure of access permissions for files, mailboxes, and applications.

Plan and implement standard laptop hardware refreshes and assist with other hardware refreshes as appropriate.

Plan, configure and deploy end-user devices such as laptops and mobile devices to ensure users have the equipment they need to be able to do their jobs.

Assist with maintenance of the telephone system; configuring user accounts, troubleshooting handsets and softphones and providing user training as required. To support corporate mobile phones and smartphones using Android and iOS operating systems.

Manage and maintain AV equipment including Microsoft Teams Rooms to support hybrid working

Checking of the email monitoring system to ensure no legitimate messages have been blocked.

Ensure the continuity and quality of the council's nightly backups in line with team procedures.

Maintain the security patching of all council systems (end-user devices and servers) to ensure they are up to date with vendor supplied patches and hotfixes.

Assist in the maintenance of antivirus software and end-point security.

Design and author IT documentation, including policies and procedures, knowledgebase items and best practice user guides.

Maintain the IT equipment on-site and off-site, providing assistance and training as required.

Provide ad-hoc IT user training as required.

To maintain an accurate register of IT assets.

Carry out daily administration tasks related to the IT service including checking nightly export routines, purchasing equipment and paying invoices.

Participation in the system security rota and other operational duties outside of normal office hours as required.

To be an effective member of the team, presenting a positive impression of the team and the service provided to staff.

To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.

To maintain confidentiality regarding client information at all times, and to operate within the council's data protection and IT usage policy

To liaise with relevant staff members, Councillors and third-party suppliers as requested.

Be an advocate for change and assist users in taking advantage of new software developments and functionality ensuring they get the best out of the platforms they're using.

Take a proactive role in IT projects and transformation programmes and adopt a flexible approach to work effectively in an ever-changing environment.

General

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

Assist in the conduct of elections as required.

To participate as required in the Council's Emergency Planning Operations which may involve duties outside the post holder's normal job description and contracted hours. In the event that an incident has occurred which disrupts the council's ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder's competencies in other departments and/or at other locations.

A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder must ensure that data quality and integrity is maintained and that data is processed in accordance with council policy, the General Data Protection Regulation, the Freedom of Information Act and other legislation.

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA.

A commitment to excellent customer service and the values of the Council.

Career Grading Requirements

The following grading requirements are based on the SFIA (Skills Framework for the Internet Age).

SFIA defines the skills and competencies required by professionals who design, develop, implement, manage and protect the data and technology that power the digital world.

SFIA has become the globally accepted common language for the skills and competencies for the digital world. Within its scope are many of the world's most in-demand occupations, encompassing professionals working in areas such as (but not limited to):

- information and communications technology
- business change
- digital transformation
- data science and analytics
- software engineering
- information and cyber security
- learning and education
- applied computing and computational science
- user centred design
- digital product development, sales and marketing
- human resource and workforce management

SFIA brings together professional skills, behaviours / behavioural factors and knowledge. The behavioural factors are distributed throughout the generic attributes specified for each level of responsibility.

- It provides a framework consisting of professional skills on one axis and seven levels of responsibility on the other.
- It describes the professional skills at various levels of responsibility.
- It describes the levels of responsibility, in terms of generic attributes of Autonomy, Influence, Complexity, Business Skills and Knowledge.

For more information on the SFIA framework, please visit their website at [About SFIA — English \(sfia-online.org\)](https://www.sfia-online.org)

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>CSMG <u>Customer service support</u></p> <p>Managing and operating customer service or Service Desk functions.</p> <p>Customer service support can be managed and delivered through various channels including — but not limited to — teams of people in a single location, virtual teams of people in many locations, automated technology and service bots.</p> <p>Managing customer service functions and teams</p> <p>Acting as a point of contact for users and customers</p> <p>Responding to reported issues</p> <p>Handling requests for information handling requests for access to applications, systems, services responding to service requests.</p>	1	<p>Receives and handles requests for service, following agreed procedures.</p> <p>Promptly allocates calls as appropriate.</p> <p>Logs incidents and service requests and maintains relevant records.</p>	2	<p>Responds to common requests for service by providing information to enable fulfilment.</p> <p>Promptly allocates unresolved calls as appropriate.</p> <p>Maintains records, informs users about the process and advises relevant persons of actions taken.</p>	3	<p>Acts as the routine contact point, receiving and handling requests for support.</p> <p>Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.</p> <p>Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.</p> <p>Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>ADMN <u>Business administration</u></p> <p>Managing and performing administrative services and tasks to enable individuals, teams and organisations to succeed in their objectives.</p> <p>Answering telephones, dealing with business correspondence, calling clients, customers and colleagues, greeting visitors, e-mail, filing, using digital tools to organise team meetings, making arrangements for travel and meetings, dealing with relevant suppliers.</p>	1	<p>Performs routine administration activities in a structured environment.</p> <p>Follows clear procedures and uses standard digital tools.</p> <p>Stores and files information following agreed procedures.</p> <p>Makes simple travel and meeting arrangements.</p>	2	<p>Assists with administrative tasks for a team.</p> <p>Organises meetings and travel within standard guidelines.</p> <p>Maintains team filing and administration systems.</p> <p>Acts as a touchpoint for internal and external contacts.</p>	3	<p>Provides administrative support function to teams and meetings.</p> <p>Takes an active part in team meetings.</p> <p>Sets up files, software systems, onboarding new starters, compiles and distributes reports. Provides guidance on administration software, procedures, processes, tools and techniques.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>ITOP <u>IT infrastructure</u></p> <p>IT infrastructure components include, but are not limited to, physical devices, virtual resources, infrastructure-related software, middleware, network services and data storage. Infrastructure components may be on-premises, outsourced, or provisioned as cloud services.</p> <p>Preparing for new or changed services to meet defined needs of organisational users or providers</p> <p>Maintaining and enhancing the IT infrastructure and infrastructure components, including task automation via tools and coding</p> <p>Managing and applying software updates</p> <p>Building and managing systems and components in virtualised and cloud computing environments</p> <p>monitoring the performance of systems and services related to their contribution to organisation performance, security and sustainability.</p>	1	<p>Contributes, under supervision, to routine infrastructure operation.</p> <p>Gains understanding of infrastructure components and services by following the activities of experienced colleagues.</p>	2	<p>Carries out routine operational procedures, including the execution of specified automation tools/scripts.</p> <p>Amends existing automation tasks under supervision to gain a basic understanding of the scripting language/automation tools.</p> <p>Contributes to maintenance and installation. Monitors and reports on infrastructure performance to enable service delivery. Resolves issues or refers to others for assistance.</p>	3	<p>Provisions/installs, configures and maintains infrastructure services and components.</p> <p>Monitors, measures and reports on infrastructure load, performance and security events. Identifies operational issues and contributes to their resolution.</p> <p>Carries out agreed operational procedures, including backup/restore, using supplied infrastructure tools and scripts.</p> <p>Carries out agreed system software maintenance tasks. Automates routine system administration tasks to specifications using standard tools and basic scripting.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>HSIN <u>Systems installation and removal</u></p> <p>Installing and testing, or decommissioning and removing, systems or system components.</p> <p>Developing and following plans and instructions in accordance with agreed standards</p> <p>Adhering to established safety, security and quality standards testing of hardware and software components, resolution of malfunctions, and recording of results</p> <p>Documenting the details of hardware and software installed so that configuration management records can be updated</p> <p>Safe disconnection, decommissioning and removal of systems or system components.</p>	1	<p>Follows agreed procedures to perform simple installations, replace consumable items and check the correct working of installations.</p> <p>Documents and reports on work done.</p>	2	<p>Installs or removes system components using supplied installation instructions and tools.</p> <p>Conducts standard tests and contributes to investigations of problems and faults.</p> <p>Confirms the correct working of installations.</p> <p>Documents results in accordance with agreed procedures.</p>	3	<p>Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.</p> <p>Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.</p> <p>Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation.</p> <p>Contributes to the development of installation procedures and standards.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>ASUP <u>Application support</u></p> <p>Delivering management, technical and administrative services to support and maintain live applications.</p> <p>Investigating and resolving issues implementing working practices to support iterative/agile development and/or cloud-based applications monitoring performance of applications</p> <p>Providing guidance or training to users — including enhanced levels of support following new/updated software releases</p> <p>Devising permanent or temporary corrections and workarounds for faults</p> <p>Adhering to established safety, security and quality standards</p> <p>Capturing user feedback for subsequent analysis to inform future application development</p>	N/A		2	<p>Assists with specified maintenance procedures.</p> <p>Assists in the investigation and resolution of issues relating to applications.</p>	3	<p>Follows agreed procedures to identify and resolve issues with applications.</p> <p>Uses application management software and tools to collect agreed performance statistics.</p> <p>Carries out agreed applications maintenance tasks.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>NTAS <u>Network support</u></p> <p>Providing maintenance and support services for communications networks.</p> <p>Monitoring network performance investigating and resolving problems</p> <p>Devising work-arounds and correcting faults</p> <p>Making general or site-specific modifications</p> <p>Operational configuration of network components</p> <p>Testing networks, both routinely and after modification or fault/fix</p> <p>Adhering to established safety, security and quality standards</p> <p>Providing information, advice or training to users about networks functionality.</p> <p>Support may be provided direct to users of the network or to service delivery functions.</p>	N/A		2	<p>Contributes to the operational configuration of network components.</p> <p>Assists in the investigation and resolution of network problems.</p> <p>Assists with specified maintenance procedures.</p>	3	<p>Carries out agreed network maintenance tasks and specified operational configuration of network components.</p> <p>Establish and diagnose network problems/faults using the required troubleshooting methodology and tools.</p> <p>Uses network management software and tools to collect agreed performance and traffic statistics.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>USUP <u>Incident management</u></p> <p>Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.</p> <p>Designing and implementing different processes and procedures for different categories of incidents including — but not limited to — major incidents, information or cybersecurity incidents, complex incidents, low impact incidents</p> <p>Establishing incident response teams or security incident response teams</p> <p>Routing requests for help to appropriate functions for resolution</p> <p>Monitoring resolution activity</p> <p>Informing users, customers and key stakeholders of progress towards service restoration.</p>	N/A		2	<p>Follows agreed procedures to identify, register and categorise incidents.</p> <p>Gathers information to enable incident resolution and allocates incidents as appropriate.</p>	3	<p>Provides first line investigation and gathers information to enable incident resolution and allocate incidents.</p> <p>Advises relevant persons of actions taken.</p>

Technical Skills	SC2		SC3		SC4	
	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>SFIA Ref/Skill definition</p> <p>SCAD <u>Security operations</u></p> <p>Delivering management, technical and administrative services to implement security controls and security management strategies.</p> <p>providing advice and guidance on the implementation of security controls</p> <p>Defining and reviewing access rights and privileges authorising and monitoring of access to IT facilities or infrastructure</p> <p>Investigating unauthorised access routine vulnerability assessments monitoring violations of security policies</p> <p>Ensuring compliance with relevant legislation</p> <p>Monitoring and analysing relevant logs, alerts and events</p> <p>Responding to incidents submitted via tickets or phone</p>	1	Performs simple security administration tasks. Maintains relevant records and documentation.	2	<p>Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken.</p> <p>Assists in the investigation and resolution of issues relating to access controls and security systems.</p> <p>Documents incident and event information and produces incident, exception, and management reports.</p>	3	<p>Investigates minor security breaches in accordance with established procedures.</p> <p>Assists users in defining their access rights and privileges. Performs non-standard operational security tasks.</p> <p>Resolves security events and operational security issues.</p>

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>ASMG <u>Asset management</u></p> <p>Managing the full life cycle of assets from acquisition, operation, maintenance to disposal.</p> <p>Providing information and advice to optimise value, control costs, manage risks, support decision-making and meet regulatory or contractual requirements</p> <p>Providing advice on asset management includes areas such as — but not limited to — the maintenance of hardware assets, licensing of software, protection of intellectual property, and legal obligations</p> <p>Using international standards for asset management</p> <p>Integrating with security, change, and configuration management</p> <p>Resolving issues and risks with unauthorised assets such as — but not limited to — unlicensed copies of software, cloud services, devices.</p>	N/A		2	<p>Uses agreed procedures to create and maintain an accurate register of assets.</p> <p>Performs activities related to the administration of assets.</p> <p>Produces routine reports to assist asset management activities and decision-making.</p>	3	<p>Applies tools, techniques and processes to create and maintain an accurate asset register.</p> <p>Produces reports and analysis to support asset management activities and aid decision-making.</p>

Technical Skills	SC2		SC3		SC4	
	Level	Level Definition	Level	Level Definition	Level	Level Definition
SFIA Ref/Skill definition <u>CFMG</u> <u>Configuration management</u> Planning, identifying, controlling, accounting for and auditing of configuration items (CIs) and their interrelationships. Identifying and documenting the functional and physical characteristics of CIs Identifying the relationships and maintain coherence between CIs for specific configurations Identifying the associated configuration(s), status, version and other characteristics of CIs at distinct points in time Controlling changes to CI characteristics, recording and reporting change processing and implementation status Systematically controlling changes to a configuration and maintaining the integrity, coherence, and traceability of that configuration throughout the project, system and/or service life cycle	N/A		2	Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes. Assists with audits to check the accuracy of the information and undertakes any necessary corrective action under direction.	3	Applies tools, techniques and processes to track, log and correct information related to configuration items. Verifies and approves changes ensuring the protection of assets and components from unauthorised change, diversion and inappropriate use. Ensures that users comply with identification standards for object types, environments, processes, life cycles, documentation, versions, formats, baselines, releases and templates. Performs audits to check the accuracy of the information and undertakes any necessary corrective action under direction.

Technical Skills	SC2		SC3		SC4	
SFIA Ref/Skill definition	Level	Level Definition	Level	Level Definition	Level	Level Definition
<p>CHMG <u>Change Control</u></p> <p>Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated.</p> <p>Managing the lifecycle of change requests — registering, assessing, authorising, planning, deploying</p> <p>Assessing risks and reducing risks to the availability, performance, security and compliance of the products and services impacted by the change</p> <p>Developing processes for standard, normal or emergency changes</p> <p>Developing methods and tools to automate change control processes to enable continuous integration.</p>	N/A		2	<p>Applies tools, techniques and processes to administer, track, log, report on change requests.</p> <p>Applies change control procedures for standard, low-risk changes.</p>	3	<p>Develops, documents and implements changes based on requests for change.</p> <p>Applies change control procedures.</p> <p>Applies tools, techniques and processes to manage and report on change requests.</p>

GRAVESHAM BOROUGH COUNCIL

PERSON SPECIFICATION

POST: IT Service Desk Technician (1 st line)	POST No.	
	Specification	
Characteristic	Essential	Desirable
<p>SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)</p>	<p>Excellent communication skills.</p> <p>Possess sound and logical problem-solving skills.</p> <p>Ability to disassemble and re-assemble IT hardware to replace faulty components.</p>	<p>Able to explain concepts to a wide range of people, whether that be a customer, an end user or senior management.</p> <p>Adapt communication style to suit the target audience.</p>
<p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations)</p>	<p>Excellent knowledge of Microsoft Office applications (including 365) such as Word, Excel, Outlook and PowerPoint.</p> <p>Knowledge of working in Microsoft Teams or similar product i.e. Google Workspace</p>	<p>Administer M365 Admin Centre at a basic to intermediate level.</p> <p>Administer Active Directory at a basic to intermediate level.</p> <p>Basic to intermediate experience of command lines such as PowerShell.</p>
<p>QUALIFICATION TRAINING (Educational/vocational qualifications and other training) Verification will be required</p>	<p>5 GCSE's or equivalent A-C grade, including English, Maths and IT.</p>	<p>Further education or experience pertinent to the role, for example, studying an IT discipline.</p> <p>An industry recognised IT certification pertinent to the role i.e. CompTIA</p>
<p>EXPERIENCE (Level and type of previous experience)</p>	<p>Experience of working on a project that involved different people to achieve an outcome.</p> <p>Experience of creating supporting documentation and training material for end users.</p>	<p>Experience of working on a large-scale project, preferably on an IT or transformation project.</p> <p>Experience of delivering training programmes to a wide range of users.</p> <p>Experience of working in a multidisciplinary team.</p>
<p>QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team)</p>	<p>A thorough and accurate approach to work with excellent attention to detail.</p> <p>Have strong time management, prioritisation and organisational skills.</p> <p>Resourceful and proactive with a positive, "can-do" manner.</p>	<p>A confident attitude and approach to your technical ability.</p> <p>Communicating effectively with team colleagues and others in person, by email and over the telephone, showing tact and discretion when dealing with sensitive and confidential information.</p> <p>Ability to adapt quickly to change.</p>
<p>SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)</p>	<p>Commitment to equal opportunities.</p> <p>Willingness to work out of hours where required.</p>	