

PROGRESS HOUSING GROUP

JOB DESCRIPTION



Post Title:	Technical Services Officer	Grade:	5
Department:	Digital Services	Location:	Agile
Responsible to:	Technical Services Manager		

Job Summary

The technical officer – level 3 - role is to ensure effective IT operation so that end users can accomplish business tasks. This includes receiving, prioritising, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

They will also develop their skills to a level 2 officer (as detailed in the skills matrix) in order to provide a more effective first line technical support for the groups infrastructure including the VDI environment, PCs peripheral services, telecommunications, servers, internet and data centres.

Duties and Responsibilities

1. Provide a timely and effective I.T support service to PHG and deal with service requests generated from the service desk system
2. Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
3. Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
4. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
5. Install anti-virus software and ensure virus definitions are up-to-date.
6. Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
7. Test fixes to ensure problem has been adequately resolved.
8. Perform post-resolution follow ups to help requests.
9. Develop help sheets and FAQ lists for end users.
10. Reinforce SLAs to manage end-user expectations.

11. Follows best practice of the ITIL Service Management Process Framework, focusing on Incident, Problem and Change Management.
12. Receives incoming calls/deals with e-mails and self-service requests from internal customers requesting help or advice on a wide range of application support and IT services.
13. Owns the incident right through to resolution regardless of which team is actioning the log and provides on going communication back to the customer.
14. Identifies and learns appropriate software applications used and supported by the Group.
15. Maintains the knowledge database in line with the guidelines set out.
16. Maintains back-up tapes at various locations across the Group in line with the Backup Policy guidelines.

Corporate Responsibilities

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Group's Equal Opportunities, Customer Care, Data Protection, IT and Health and Safety policies.
4. Undertake any additional learning and development considered relevant to the performance of the duties of this post and in furtherance of the Group's objectives.
5. Adopt a corporate, coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities within the department.

Additional Job Information

The technical officer – level 3 - role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritising, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

They will also develop their skills to a level 2 officer (as detailed in the skills matrix) in order to provide first line technical support for the groups infrastructure including the VDI environment, PCs peripheral services, telecommunications, servers, internet and data centres.

Context:

This job sits within the I.T function based in Leyland. The Service Desk Agent's role is to deliver support to the Group's end user community. This includes providing knowledge of the Groups business applications in a support role to maintain minimal disruption to day to day business operation.

Overtime Payments

The delivery of IT systems and services to Progress Housing Group is a continuous undertaking. As such the IT Department must ensure continuity of IT services and the delivery of service enhancement with the minimum of disruption. It is expected that the post holder will be involved in paid overtime to ensure that the highest possible service is provided to Progress Housing Group, its customers and partners.

8am to 6pm Cover.

The post holder will be flexible in their approach to work and hours. The post holder will be part of a department rota which supports the service delivery of the IT Helpdesk during working hours (8am to 6pm).

On call (Out of Hours)

The post holder will be flexible in their approach to work and hours. The post holder will be part of a department rota which provides out of hours emergency support of the Group's core IT systems and services. It is expected that the post holder will provide out of hours emergency support as part of this rota.

Purchasing

It is expected that the post holder supports and executes the IT Department's on-going requirement to raise purchase orders with approved suppliers and contractors in line with Progress Housing Group's financial and governance procedures.

Licensing, Software and Hardware Management

With regards to software, hardware and licensing procurement, record maintenance and asset disposal, the post holder will actively monitor and manage their management area. The post holder will ensure that all IT Department policies and procedures are observed.

Problem Solving/Decision Making:

A wide range of problem solving and decision making techniques are used, to maintain normal business operation. Any decisions of this nature will be in conjunction with other Service Desk Agents and the Service Desk Manager.

Signature:		Date:	
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PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title:	Technical Services Officer
Responsible to:	Technical Services Manager

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>SKILLS/KNOWLEDGE/EXPERIENCE</u> 1. A sound technical grounding, including an understanding of networking principles with Microsoft server and desktop environments. 2. Knowledge of Virtual Environments, Microsoft Exchange or Office 365, Group Policies and Active Directory would be advantageous as well as any previous experience in a first/second line support role. 3. Relevant MCP, MCSA or MCSE qualifications are a strong bonus. 4. ITIL foundation	 E E D D	 Application Form/ Certificates

<u>WORKING CONDITIONS/RELATIONSHIPS</u> 1. Occasional travel between locations as and when required. 2. Sitting for extended periods of time. 3. Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components. 4. Lifting and transporting of moderately heavy objects, such as computers and peripherals. 5. All team within I.T. 6. External Suppliers and Support Staff. 7. Managers and Staff within all Group companies.	 E E E E E E	 Application Form/ Interview
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<u>SKILLS/KNOWLEDGE/EXPERIENCE</u> 1. Knowledge of computer hardware in relation to the Groups standard hardware builds.	 E	
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Technical Services Officer

2. Experience of Desktop operating systems and applications.	E	Application Form/ Interview
3. Experience of application support within an I.T Helpdesk/Service Desk environment.	E	
4. Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.	E	
5. Good understanding of the organisation's goals and objectives.	E	
6. Highly self motivated and directed.	E	
7. Ability to present ideas and resolutions in business-friendly and user-friendly language.	E	
8. Keen Attention to detail.	E	
9. Very strong customer service orientation.	E	
10. Excellent written, oral, interpersonal, and presentational skills.	E	
11. Experience working in a team-oriented, collaborative environment.	E	