

## **JOB DESCRIPTION**

**POST TITLE:** SERVICE DESK TECHNICIAN – LEVEL 1

**POST REF:** SDT1A

**REPORTS TO:** SERVICE DESK TEAM LEADER

**DATE:** JULY 2010

**JOB PURPOSE:** PROVISION OF CUSTOMER FOCUSED ICT SUPPORT ON THE SERVICE DESK

### **KEY RESPONSIBILITIES**

- 1) To provide customer focused ICT support to agreed service level standards in the day to day running of the ICT Service Desk.

### **DETAILED TEAM RESPONSIBILITIES**

- 2) To respond to customer requests for ICT support in accordance with service desk procedures and priorities.
- 3) To record work undertaken and any changes made to desktop or network settings.
- 4) To maintain the Service Desk fault logging system
- 5) To report and log queries / problems in the Service Desk fault logging system.
- 6) To follow change management procedures in testing fixes and changes made.
- 7) To assist the Service Desk Team Leader in developing and delivering ICT procedures and guidance.
- 8) Maintain asset inventories of all College ICT equipment

### **SPECIFIC DUTIES**

- 9) Logging jobs based on service level agreement.
- 10) Undertake telephone and in-person helpdesk duties, dealing with jobs designated as first level support and troubleshooting (eg resetting passwords, deleting print queues etc).
- 11) Maintaining an IT consumables database.
- 12) Ordering of basic consumables.
- 13) Assisting the team in the installation of pc/mac desktops.

### **OTHER RESPONSIBILITIES**

- 14) Contribute to the College's commitment to continuous improvement by actively participating in the College's self-assessment process and development planning
- 15) Participate in the College's appraisal process and to undertake appropriate training and development activities or programmes
- 16) Implement the College's Equal Opportunities Policy
- 17) Operate in accordance with Health and Safety requirements
- 18) Undertake other duties, as directed by your manager that are commensurate with the level of the post

### **REQUIREMENTS OF THE POST**

- 19) Maintain an up-to-date knowledge of ICT hardware and software.

- 20) Demonstrate a willingness to work flexibly to respond to the evolving ICT needs of the College

**TERMS AND CONDITIONS**

**Canterbury College Scheme of Conditions of Service**

20 hours per week, 38 Weeks Term Time. Established Post

**Salary: £15,312 - £16,779 pro rat per annum. First Level Support**

Evening and occasional weekend work may be necessary

***Canterbury College is an Equal Opportunities Employer***

# **PERSON SPECIFICATION**

## **Service Desk Technician – level 1**

**ALL STAFF ARE EXPECTED TO UNDERTAKE CPD**

	Requirement	Means of Assessment		
		Application Form	Interview	Reference

<b>Skills and ability</b>				
Ability to identify and resolve technical faults/problems	<b>Essential</b>	√	√	
High level of interpersonal skills and ability to work with competing priorities with colleagues across the College	<b>Essential</b>	√	√	√
Problem solving skills	<b>Essential</b>	√	√	
Computer literacy and IT skills	<b>Essential</b>	√	√	
Ability to prioritise and log job requests based on the service level agreement	<b>Essential</b>	√	√	

<b>Experience</b>				
Considerable and successful PC hardware and software service desk support	<b>Essential</b>	√	√	
Proven record in service desk support	<b>Essential</b>	√	√	
Direct experience of Microsoft Office 2003 & 2007 Microsoft Windows XP	<b>Essential</b>	√	√	
Some experience of PC installation, maintenance & troubleshooting	<b>Essential</b>	√	√	

<b>Personal Attributes</b>				
Customer orientated approach	<b>Essential</b>	√	√	
Commitment to educational and training values	<b>Essential</b>	√	√	
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Commitment to keeping abreast with good practice in ICT services	<b>Essential</b>	√	√	
Commitment to quality	<b>Essential</b>	√	√	
Commitment to Equal Opportunities	<b>Essential</b>		√	

<b>Qualifications</b>				
IT related qualification	<b>Essential</b>	√		
Literacy and numeracy to level 2	<b>Essential</b>	√		