Job Description

Job title: **Support Officer**

Grade: **6**

Directorate: **Resources**

Unit: **Information Technology**

Job purpose

The provision of advice, assistance, and solutions in any area associated with the effective use of information and communications technology and their environments, procurement, provision, delivery, and maintenance.

Principal accountabilities

1. Receive calls concerning the operation or interpretation of one or more information systems, and the direct provision of rapid and appropriate responses, including: channelling requests for help to appropriate functions for resolution, monitoring progress, and keeping users appraised of progress.

2. Take responsibility and ownership in providing emergency first line support for major incidents out of hours, escalating where necessary.

3. Support an inventory of equipment supported by the Service Desk together with logs of user details, problems and resolutions, for administration and planning purposes.

4. Adhere to a controlled management of resolution of incidents and problems including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies.

5. Provide support services within agreed service level agreements and report provision of service levels to be compared with the targets set.

6. Use information tools to capture, analyse, store and report accurate service quality details.

7. Research markets for IT products and services to provide a sound basis for their development and to respond satisfactorily to the flow of user enquiries.

8. Maintain knowledge of current IS practices and be aware of new developments and products.

9. Ensure that documentation of the supported systems and software is available and in an appropriate form for all those receiving calls, and ensure log entries of user contact provide a core of knowledge for the resolution of subsequent faults and problems.

10. Ensure that requests for assistance are properly logged, and that all assigned requests are responded to in a timely manner and according to agreed standards and procedures.

11. Assist users in making more effective use of desk top systems, products and services, investigating complex problem situations to diagnose underlying causes and helping users to recover or continue operation.

12. Provide responses to escalated, complex and high impact user calls in a timely fashion. Responds to set priorities for resolving incidents, reporting on progress and apply escalation procedures for problems not progressing satisfactorily.

13. Propose potential solutions with service providers and implements agreed modifications or workarounds as directed by senior management.

14. Interpret technical manuals and documentation and provide instruction manuals for non-technical users.

15. Provide training in systems, products and services providing information on the full range of capabilities including dealing with exception conditions.

16. Following agreed procedures, maintain and report, up-to-date and accurate inventory information on the GLA's ICT assets.

17. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.

18. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.

Key contacts

Accountable to: Senior Support Officer

                  :   In relation to the emergency out of hours duty accountability will be to the Customer Services Manager

Accountable for: Resources allocated to the job

Person specification

Technical requirements/experience/qualifications

1. ITIL qualified at Foundation Level would be advantageous

2. Good knowledge of supporting most of the software products or platforms with high level of knowledge of the following technologies:

   <u>Hardware</u>
   a. Desktop PC's & Laptop's
   b. Apple Macs (MacBook, iMac and Mini)
   c. Mobile devices (iPhone and iPads, Surface Pro, Android devices)
   d. Local and networked printers and scanners (including Multi-Functional Devices)

    e. Hubs, switches, patching, for local networking
    f. Desk Phones

Operating Systems
    g. Microsoft Windows 7 and 10
    h. Mac OS X
    i. Apple iOS on mobile devices
    j. Android on mobile devices

Applications
    k. Administration of accounts on Active Directory / Azure Active Directory
    l. Microsoft Office 2010/2013/2016 for PC and Mac
    m. Administration of accounts on Microsoft Office 365
    n. Administration of accounts on Microsoft Exchange 2016/Online
    o. Support Microsoft Office 365 Suite (Including Teams, Skype for Business, …)
    p. Support Sharepoint, OneDrive, …
    q. Builds – SCCM, Imaging, Task Sequence
    r. Support Multi-Factor Authentication
    s. Support Citrix environment
    t. Mobile Device Management, such as Intune
    u. RDP, VPN

Behavioural competencies

Building & Managing Relationships
…is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals

Level 1 indicators of effective performance
- Builds rapport quickly with people at all levels and from different backgrounds
- Actively listens to others and is open to their ideas
- Identifies and resolves conflict between self and others
- Makes others feel comfortable and respected by being positive and friendly
- Shares information openly with colleagues within and outside own team

Communicating and influencing
… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 1 indicators of effective performance
- Represents self and team positively within the organisation
- Speaks and writes clearly and succinctly using appropriate language that is easy to understand
- Considers the target audience, adapting style and communication method accordingly
- Communicates persuasively and confidently
- Checks for understanding

Problem Solving
… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach problems
- Seeks the opinions and experiences of others to understand different approaches to problem solving

Decision Making
… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 1 indicators of effective performance
- Takes personal responsibility for own decisions
- Makes straightforward decisions to progress own work
- Asks others for input, recognising the benefit of more than one perspective
- Understands which decisions are within own area of responsibility and which to pass to others
- Understands the risks associated with decisions, informing others of these risks

Planning & Organising
… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance
- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
  Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

Responding to Pressure and Change
… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 1 indicators of effective performance
- Stays calm in pressurised and demanding situations
- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help
- Demonstrates openness to changing work priorities and deadlines
- Maintains personal well-being and achieves a balance between work and home life

Working Patterns

37 hours per week, Monday to Friday following a rotating shift pattern of:

1. 8:00am until 4:24pm;
2. 9:00am until 5:24pm and
3. 9:36am until 6:00pm.

In addition, providing, on a rota bases with other members of the Service Desk, a 24-hour emergency out of hours   service via telephone. This will provide a single point of contact for emergency incidents affecting IT Services at the GLA.

Due to the nature of the role occasional early morning, evening, overnight and weekend work may be needed. Advance notice will be provided where work relates to projects, whereas major incidents may lead to little notice.

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

Structure chart