

## **HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION**

POST TITLE: ICT Helpdesk Technician

GRADE: Grade 4

TEAM: ICT Services

POST NO: ICT16

SERVICE AREA: Finance and Corporate Services

RESPONSIBLE TO: Acting ICT Service Desk Lead

### **VARIATIONS TO STANDARD CONDITIONS OF SERVICE:**

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. May be required to work additional hours at short notice (e.g. if network is down or assist in implementing new systems/software).
3. Working hours will be 37 hours per week within the hours of 8.00am to 6.00pm
4. Casual Car User Allowance

### **DATE ISSUED:**

### **JOB PURPOSE:**

To help ensure the smooth running of the Council's ICT network, thin client, PC and telephone systems, and to assist with the implementation of new desktop based solutions.

### **JOB ACCOUNTABILITIES:**

Undertake first-line Help Desk duties, including logging of 'calls', to assist users by determining the nature of the problem and if possible taking prompt and effective action to remedy it, or if necessary seek assistance/advice from more senior staff.

1. To utilise remote control software (where appropriate) to aid in the resolution of support calls.

2. To visit remote sites to investigate and resolve problems where necessary.
3. Help to monitor and maintain ICT services ensuring its optimum reliability and performance.
4. Where appropriate communicate and liaise with engineers and maintenance companies.
5. Set up and configure thin clients, PCs, telephone handsets and assist with the installation of other hardware and software, including assisting with the implementation of new systems.
6. Maintain inventories of hardware and software.
7. Purchase ICT consumables and computer peripherals in liaison with budget holder.
8. Relocation of physical ICT resources.
9. To promote ICT in a positive way enhancing it's reputation.
10. Help achieve our agreed SLA targets.
11. Backup administration; loading required media, checking and logging backup status and promptly escalating any issues to one of the ICT Technical Officers or the ICT Manager for resolution.
12. Application support; some specific non-corporate software applications may be required to be supported. Performing updates and providing general support typically provided by the ICT Technical Officers for the larger corporate systems.
13. To uphold and display the HDC behaviour competency framework to at least level 1.

To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies

#### Other

As a term of employment the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

## Health and Safety

To be familiar with and at all times comply with

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

## HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

<b>JOB TITLE:</b> ICT Helpdesk Technician						
<b>TEAM:</b> ICT Services	<b>POST NO:</b> ICT16	<b>GRADE:</b> 4	<b>ALLOWANCE:</b> Casual car user	<b>PERMANENT</b>	<b>WEEKLY HOURS:</b> 37	
<b>CRITERIA:</b> (necessary for safe & effective performance)	<b>ESSENTIAL REQUIREMENTS:</b> (A clear definition of the necessary criteria)		Assess at	<b>ADDITIONAL/USEFUL REQUIREMENTS:</b> (Where available, elements that contribute to improved/immediate performance in the job)		Assess at
Qualifications	Good level of general education including GCSE Maths & English at grade C (or equivalent) or relevant experience / aptitude		• A / E	ICT related qualification (e.g. NVQ, BTEC or vendor specific certification)		• A / E
Experience & Knowledge	Experience of using and supporting ICT hardware and software applications Logical, organised approach to work A commitment to delivering high standards of customer service Keen and quick to learn A positive and flexible approach Able to work both in a team and on own initiative		• A / I	Experience of setting up thin clients, PCs and other hardware in a business environment Experience in installing software Able to use and support software packages (e.g.: Microsoft Office) Microsoft Windows networking experience – supporting clients within a domain and Active Directory administration		• A / I
Other Skills	Able to remain calm under pressure Technical problem–solving skills; using judgement and knowledge, escalating when required Able to prioritise workload Helpful attitude with users but also assertive Able to safely lift/move equipment <sup>i</sup> Full valid driving license and access to a suitable vehicle		• A / I			• A / I
<b>Assessment Legend:</b>		A = Application	I = Interview	T = Test or Assessment		E = Evidence (e.g. certificate)

<sup>i</sup> Reasonable adjustments will be considered.