Job Description

Job Title	ICT Support Professional
Directorate	Assurance
Service Area	ICT
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To provide technical support & guidance, task & service request fulfilment and technical administration for customers (IT users) via multiple contact channels. A point of escalation for Technical Analysts to get support & direction alongside training. Coordinating resources & activities and providing management support.

Directly Responsible For:

A team of Technical / Support Analysts (indirect responsibility only).

Directly Responsible To:

ICT Service Centre Manager or designate.

Main Areas of Responsibility:

- Resource allocation and coordination, work planning and overseeing the day-to-day operation of the ICT Service Centre

- Represent the ICT Service Centre in all manner of meetings that are service related

- Monitoring workload and assist with identifying fault trends

- Technical administration and technical support & guidance for customers (IT users)

- Logging, categorisation, prioritisation, investigation, resolution, escalation or transfer of faults and service requests raised by customers, within agreed SLA/OLA timeframes

- Fulfilment of project tasks and operational requests

- On-site support (as required, across all LCC sites)

- Management support & cover. Deputise for the ICT Service Centre Manager as required

- Trainer/mentor and a point of escalation for technical analysts

- Identifying knowledge gaps either individually or on a team basis and assist with training

- Responsible for the production and maintenance of user guides, knowledge articles, web pages etc

- Maintenance of Service Take On documentation (STO's)

- Operational acceptance testing (OAT)

- Support the completion of regular quality assurance reviews on the performance of the ICT Service Centre

- To support the ICT disposals process

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Supervision and Management Responsibility:

- Provide guidance, direction, and training
- Resource allocation and coordination
- Escalation of potential or actual service failures or major incidents.
- Attendance at meetings that concern the ICT Service Centre

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This is a diverse role that encompasses VDU work and physical handling of desktop IT hardware

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Qualification and training

Essential

- GCSE Maths and English (Grade 4 – 9) or equivalent and GCSE Computer Science & IT (Grade 4 – 9) or equivalent relevant ICT professional qualification (A)

Desirable

- Microsoft Power Platform certification
- Microsoft Office / M365 / PowerBI certification
- Modern coding (HTML / PowerShell / VBA / DAX / etc.)
- Supervision
- ITIL certification
- Prince2 certification
- APM certification

Experience

Essential

- Providing IT support using an IT Service Management system, actioning customer generated faults and service requests, including real-time customer interactions via multiple support channels (Telephone/IM/Teams/etc.), handling their queries from initial logging & triage to resolution or transfer (A, I)

- Providing face to face technical support for customers (A, I)
- Diagnostic and physical maintenance of end user IT hardware including laptops and smartphones (A, I)
- Extensive use of Microsoft Office / M365 suite (Excel/Word/Outlook/Teams) including configuration, administration, and support for others (A, I)
- Planning & organising team resources and work allocation to meet operational demands (A, I)

Desirable

- Using 3rd party systems and tools to resolve faults or implement requests
- Working with 3rd party suppliers to resolve faults or implement requests
- Creation & maintenance of process documentation and user guides etc
- Staff training & mentoring
- ITIL Service Management principles

Skills/Abilities

Essential

- Analysing, troubleshooting, and resolving customer issues and questions in real time and at the first point of contact (A, I)
- Ability to create rapport, build relationships and engender trust & confidence with customers and colleagues from all levels of the organisation (A, I)
- Innovative, able to think both logically and abstract concerning IT faults, issues, and technical problems, and able to take the actions necessary to resolve them promptly (A, I)
- Taking ownership of issues and leading by example, working both independently and as part of a team (A, I)

Desirable

- Excellent communication skills, written and verbal

Commitment

Desirable

- An understanding of and a personal commitment to the Vision & Values of Liverpool City Council and the Council Plan

Other

Desirable

- Ongoing professional development within role