

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number:

Service Area: Corporate Systems

Grade: G5

Job Title: Corporate Systems Service Desk Assistant

PURPOSE OF JOB:

Provide the front line first tier support for the service, following documented processes and utilising knowledge to support end-users of all systems within the corporate systems service.

To respond to system user phone and portal ticket requests and triage appropriately, undertaking an in-depth investigation before resolving or assigning to subject matter experts in the relevant team to resolve.

Complete logged queries and requests within the agreed timescales and/or defined service level agreements (SLA).

Support duties include incident management (first tier), event management, problem management (first tier), access management and request fulfilment.

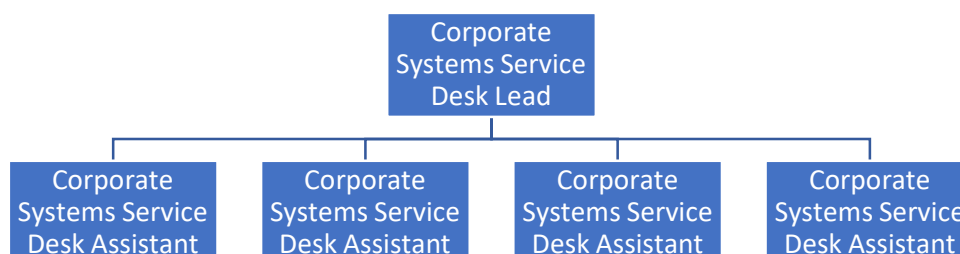
Promote and improve information, advice and the effective use of the Council's corporate systems and their inter-related systems.

Participate in activities which contribute to organisational and service specific improvement and support the Council's strategic objectives and transformation goals.

Ensure that the integrity of the Council's corporate systems is upheld in line with standard operating procedures and associated business processes.

Deputise and provide cover for the corporate systems service desk lead during periods of holiday and absence to ensure business as usual continuity and HR support.

TEAM STRUCTURE:



MAIN DUTIES:

1	Provide the first contact support for the corporate systems service for all tasks defined within the service catalogue. Includes first time fulfilment or diagnosis and investigation of issues before either resolving or escalating to the appropriate team.
2	Provide advice and guidance for the effective use of the corporate systems and expert advice for own area of expertise to support service areas, strategic partners and senior leaders.
3	Receive, process and escalate system change requests. Includes receipt and processing or escalation of system change and administration requests received direct from system users or other teams.
4	To record all activity for incidents and requests in the designated call management system, ensuring that any incidents and requests that are escalated to other parties contain full details, have the correct category and sub-category designation and are correctly prioritised.
5	To contribute to the on-going maintenance and review of service knowledge solutions (known error, problems and incidents databases).
6	Develop and maintain a library of processes and procedures for the corporate systems service desk activities.
7	Assist with data cleansing to ensure that data is accurate, consistent and in a uniform fashion.
8	Advocate high levels of quality in maintaining the data within the Council's corporate systems, using expertise, knowledge and working within the agreed governance frameworks to uphold the integrity of data.
9	Liaise with corporate systems management in relation to the Council's corporate systems and their inter-related systems ensuring that operational service levels are delivered to provide robust and reliable systems.
10	Develop own knowledge and understanding of the Council's corporate systems processes, through proactively using all available resources. Implement change through best practice and knowledge sharing. Ensuring to take responsibility for remaining up to date on system updates, upgrades and resulting impact on end users both internal and external to the Council.
11	Support and contribute to project groups as required, such as system champion forums and system & process groups.
12	Strive to deliver excellent customer service, incorporating the Council's equality & diversity objectives and supporting the council to achieve best practice in all it delivers.
13	Act as a role model to create a forward thinking and positive environment which is receptive to change. Help others manage uncertainty and respond positively and creatively to changing expectations.
14	Remain up to date and compliant with all relevant GDPR legislation, organisational procedures and policies to uphold standards of best practice.
15	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Experience and understanding of the systems used within the Council's corporate systems service or similar systems.	A/I	✓	
Experience of providing first line support on complex functional, transactional and information systems/applications with practical experience in local government Social Care	A/I	✓	

Case Management and/or Financial and HR processes and procedures.			
An understanding of concepts underpinning complex workflow-based corporate systems.	A/I		✓
Ability to recognise the impacts of the Council's corporate systems across the entire range of Council services - Implications for operation of the business.	I		✓
Ability to produce and maintain detailed documentation of operational processes.	A/I	✓	
Experience of working with incident and request call management systems and the ability to effectively prioritise, track and monitor demand.	A/I	✓	
Demonstrates proactive team working and collaboration with others, role modeling the belief that the whole of the team is greater than the sum of individual efforts	I	✓	
Ability to adapt to new areas of work and take on tasks/duties outside of their field of expertise, recognising when supervision or support is required	I	✓	
Ability to work under pressure to tight deadlines to produce high quality work and the ability to influence and negotiate with stakeholders.	A/I	✓	
Ability to remain calm and assured in the face of system user frustration and manage any conflict professionally to produce positive outcomes.	I	✓	
Able to communicate technical information to nontechnical system users, clearly outlining requirements and implications.	I	✓	
Advanced knowledge and level of skills in a range of IT packages within a Windows environment, including Microsoft Word, Excel and PowerPoint. A familiarity with internet technology and the ability to transfer existing IT knowledge and skills to unfamiliar software packages.	A/I	✓	
Understanding of good IT system governance practices.	I	✓	
A good recognition of the requirements of GDPR, and information assurance.	I	✓	
Ability to work in a fast-moving environment with challenging deadlines, where priorities are subject to change at short notice.	A/I	✓	
Advanced knowledge of the Council's policies, aims and objectives and relevant commissioning strategies.	A/I		✓
Ability to work independently and use own initiative without daily supervision and to manage competing demands on workload.	I	✓	
Contributes to the development of colleagues through the provision of timely, constructive feedback and by willingly sharing own skills, knowledge and networks	A/I	✓	
Excellent interpersonal skills with the ability to communicate effectively both orally and in writing with a range of audiences, including	A/I	✓	

system users, colleagues and other professionals.			
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*A = Application form

T = Test/Assessment

I = Interview

P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.