

## IT Service Desk Technician

**Salary:** Band 8 £36,363 - £39,151 per annum

**Hours:** 37 hours per week

**Contract:** Permanent

**Location:** Fully office-based (Civic Offices) with travel provided to other Council sites. Regular remote working (WFH) is not possible due to the nature of this role.

### What is the role?

As part of the IT Service Desk team, you will provide our customers with 2<sup>nd</sup> line support over the phone, via email and face-to-face.

Reporting to the IT Technical Support Supervisor, you will work as part of a team providing second line support to users based at home and across various locations in Portsmouth. You will be responsible for supporting desktop and mobile devices.

You will deliver exceptional customer service through the effective triaging, logging, investigation and resolution of IT incidents, problems and requests. This is a very busy and challenging environment.

You will receive and handle requests for support following agreed procedures, respond to common requests for support by providing information to enable problem resolution and promptly allocate unresolved calls as appropriate.

Your priority will be to deliver an exceptional end to end service to our customers.

### You will:

- Manage a team queue as well as your own call queue using Alemba helpdesk software.
- Handle calls that come into the Service Desk via telephone, email and walk-ins.
- Undertake routine installations and de-installations of items of hardware and/or software
- Conduct tests of hardware/software using supplied test procedures and diagnostic tools
- Undertake hardware repairs on PCs, laptops and printers and any other hardware
- Contribute to the investigation of problems and faults concerning the installation of hardware and/or software and confirm the correct working of installations
- Correct malfunctions, calling on other experienced colleagues and external resources if required
- Escalate problems following agreed procedures
- Update CMDB with details of all hardware/software items
- Provide assistance and resolve problems in a professional manner
- Provide advice on the use of applications
- Work to continuously improve the service
- Participate in the rota for the duty technician
- Create and update technical documentation and user guides as required
- Support remote users
- Troubleshoot a wide variety of problems and identify and deliver practical solutions
- Administer parts of the technical environment
- Cross skill with 1st and 3rd line colleagues

### **Who is the person?**

- 2 years+ experience
- Relevant IT qualification (Comp TIA A+, Degree, etc.)
- Positive, energetic and takes pride in your and our success
- Be a major contributor, who is committed to team success
- Able to deliver excellent customer service
- The ability to converse at ease with customers and provide advice in accurate written and spoken English is essential for the post
- Consistent, supportive, proactive and flexible in the way you deliver
- Responsible and accountable for delivery of your personal tasks and outcomes
- Tenacious in pursuing resolution of difficult issues
- Able to de-escalate and deal with challenging situations
- Manage relationships with customers, colleagues and suppliers

### **You need to demonstrate tangible evidence of your proven skills, experience and success in the following areas:**

1. IT Service Desk
2. Customer service
3. Using a Service Desk logging system
4. Active Directory / Windows administration
5. Microsoft Azure and Entra ID
6. Microsoft Office – intermediate/advanced (M365)
7. Windows 10 and Windows 11
8. Exchange and Microsoft 365 Admin
9. Microsoft Teams
10. OneDrive for Business and SharePoint
11. Intune Device management
12. Hardware troubleshooting, repair and support for desktops, laptops, printers, tablets and mobile phones
13. Supporting bespoke software applications and their users
14. Network and infrastructure support
15. Knowledge of creating documentation in a clear and concise way and following best practice
16. Hardware and software installations
17. Desktop Support – 1st & 2nd line
18. Configuration Management Databases (CMDB) / Asset Registers
19. Using System Centre Configuration Manager (SCCM) and other software tools

### **Working Time Arrangements:**

- Required to participate in a team rota to cover the period between 8:00am and 5:00pm, Monday to Friday.
- Occasionally required to undertake some work during the evening or at weekends.
- Required to provide out of hours support during elections.

## **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

**You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it**