



Job title: IT Service Desk Technician

Responsible to: IT Service Operations Manager

Principal working contacts

IT Service Operations Manager
IT Service Support Analyst
IT Service Engineer
Service Improvement Analyst
Customer Service and Transition Manager
Digital Apps Development Manager
Senior Service Delivery Manager
Senior Data Support Analyst
Care Inspectorate Staff
External Agencies / Service Providers

Job purpose

To provide a knowledgeable, skilled, polite, helpful and professional first point of contact to all customers of the Service Desk for all IT related incidents and requests, prioritising and managing all tickets through to resolution efficiently and timeously with regular customer communication, escalating to colleagues or third party suppliers where appropriate.

Key responsibilities

Operations

- Providing a professional and helpful point of contact for customers contacting the Service Desk during its hours of operation.
- Providing 1st Line support to customers to resolve incident tickets and deliver Service requests.
- Ownership of all support tickets ensuring regular updates and customer communication.
- Recording of all required data and associated actions required to resolve tickets using ticket management software.
- Categorise and prioritise all support incidents and requests, escalating as required by process, priority and workload to ensure management visibility of high priority incidents and timely resolution in line with service level agreements.

- Assigning network and application security permissions and ensuring that security permissions are correctly implemented in line with authorisation approval and principle of least access.
- Triage information security related tickets, escalating as required to ensure timely resolution appropriate to risk level.
- Maintaining the Asset register and CMDB with the current location and status of all end user equipment.
- Provide basic administration of Microsoft Active Directory (on prem and Azure), Office365, Telecoms and Line of Business Applications.
- Preparation, repair and upgrading of IT equipment throughout the lifecycle.
- Engagement with third party suppliers and support services where appropriate to resolve support tickets.
- Arrange and administer delivery and receipt of IT equipment via external couriers.
- Procurement of IT peripherals when required.
- Update and create required IT Service Desk documentation including documentation of Standard Operating Procedures.
- Update and create customer facing documentation including instructions and FAQ documents.
- Creation and monitoring of statistics and analytical information to monitor performance and identify improvements to support services.
- Identification of weak areas of infrastructure or process resulting in recurring incidents and managing the related problem tickets from logging to resolution.
- This post will require the post holder to work from the Dundee Office as an active member of a rota system

Relationship management

- Project a professional image for the IT Department when dealing with colleagues and external partners.
- Build and maintain positive relationships with team colleagues, Service Desk customers and third party suppliers.
- Demonstrate enthusiasm for delivering excellent customer service.
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland.

Other duties

This job description is a broad picture of the post and is not an exhaustive list of all possible duties. It is recognised that jobs change and evolve over time. The post holder will therefore be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.