

Job Description

Post Title	ICT Support Assistant	Grade	Scale 3 (SCP5-6)
Post No		Other Payments	None
Directorate	Resources	Hours of work	37
Team	ICT	Contract Period	Temporary
Responsible to	ICT Manager	Supervisory Responsibility for	None

Job Purpose

To deliver customer focused ICT support with enthusiasm and a great attitude to employees and elected members acting as the first point of contact for day-to-day helpdesk enquiries.

To monitor customer feedback and helpdesk responses with a view to continually improving the ICT service.

To act as an ambassador to enhance the reputation of the service.

Responsibilities and Duties

- Take ownership of customer support issues, work towards a resolution and prevent reoccurrence
- Provide advice, support, guidance and basic level training on common business systems to end users
- Deliver ICT induction, including policy awareness to employees and elected members
- Review helpdesk / service enquiries with a view to reducing recurring requests and improving front end user experience
- Monitor and report network performance activity and usage, including print facilities, including user surveys to determine satisfaction levels and identify areas for improvement
- Demonstrate continuous professional and personal development
- Represent the interests of the council and ICT service in a positive and professional manner
- Support open dialogue and engagement with colleagues and customers to assist with general improvements and identify training requirements where appropriate

PERSON SPECIFICATION

POST TITLE: ICT Support Assistant

DIRECTORATE: Resources

POST NO:

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
CUSTOMER FOCUS <ul style="list-style-type: none"> • Treats employees as customers • Puts the customer first and values the customer in everything they do • Is professional, polite and friendly at all times • Appreciates the customer is the only reason there is a job • Challenges whether the existing ways of doing things meet customer need 	Application form / interview
WORKING TOGETHER <ul style="list-style-type: none"> • Promotes effective working across different service areas • Accepts and provides constructive challenge • Is an effective team player • Demonstrates the ability to learn from others • Focuses on solutions rather than problems • Works with others to deliver great performance 	Application form / interview
EFFECTIVE COMMUNICATION <ul style="list-style-type: none"> • Clearly explains the reasons for decisions made • Open, honest and transparent in all communications • Champions success at every opportunity • Demonstrates the ability to listen and understand • Never 'bad mouths' the organisation • Contributes to feedback and engagement at work 	Application form / interview
PRIDE & INTEGRITY <ul style="list-style-type: none"> • Demonstrates enthusiasm and personal commitment • Takes pride in working for Fylde Council • Enjoys the work they do in their chosen career • Has respect for others at all times • Appreciates and values the opinion, interests and views of others • Always represents Fylde in a positive manner 	Application form / interview
STRONG LEADERSHIP MANAGEMENT <ul style="list-style-type: none"> • Is always accessible and approachable • Leads by example and always displays a positive attitude • Motivates, encourages and supports others to achieve their best • Has a strong focus on doing what is best for the organisation • Manages change as part of the 'day job' • Makes creative suggestions about how to do things better 	Application form / interview

QUALIFICATIONS	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
Degree in related subject area	Desirable	Certificate
Microsoft Certified Professional (MCP) certification	Desirable	Certificate

SKILLS / KNOWLEDGE / EXPERIENCE	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
Supporting or understanding of a Microsoft Windows operating environment	Essential	Application form / interview
Demonstrate excellent communication skills and appreciation of always putting the customer first including the ability to engage and listen to customer issues/needs and support them with procuring the right software applications	Essential	Application form / interview
Experience of working with a helpdesk system in a support environment	Essential	Application form / interview
Experience of dealing with customers across a variety of channels delivering first class customer service	Essential	Application form / interview
Ability to work both on your own initiative and as a member of the team	Essential	Application form / interview
Keeping ahead of current developments in ICT related technologies appropriate for local government / business	Essential	Application form / interview
Demonstrate a positive attitude and desire to achieve successful outcomes including being flexible and open to change	Essential	Application form / interview

Other Requirements
<ul style="list-style-type: none"> • Agreeable to undertake appropriate training and be pro-active in furthering career development • Commitment to the Council's Equal Opportunities Policy and other HR policies • Commitment to the Council's Health and Safety Policy and to take on individual responsibilities as allocated within its policy • The ability and willingness to works out of hours