Role profile

Job Title:	ICT Service Delivery Administrator	**Grade:**	7 - 9
		Post no.:	30254
Department:	ICT & information Data Management	**Location:**	Perceval House, Ealing
Directorate:	Resources		

Role reports to:	ICT Assistant Operations Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The ICT Service Desk is the central point of contact for all ICT related incidents and service requests. The role of the Service Desk Administrator is to provide second line support for all staff at Ealing Council.
- The Service Desk Administrator is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands.
- ICT support staff work in a dynamic, fast-paced environment which provides services through the portal, by phone in person (for walk-in customers) and self- service

Key accountabilities

- To provide first- and second-line support for customers IT issues and requests working to meet agreed service levels.
- To ensure the speedy resolution of incidents in line with established Service Level Agreements.
- To participate in the root cause analysis and resolution of problems.

- Participate in the development and implementation of a process of Continuous Service Improvement.
- To play an active role in identifying improvement opportunities and ensuring that these are communicated to the Service Desk Supervisor and ICT Assistant Operations Manager as appropriate.
- Act as a 'bridge' between 1st and 3rd line support teams.
- Provide good in-house training in MS Office applications (Word, Excel, Outlook, PowerPoint).
- Publishing support documentation to assist staff with requests for information and provide staff training if required.
- Adhere to all operating procedures of the ICT Service Desk specifically and the IT department generally.
- Actively assist in delivering a 'fit for purpose' service support function.
- To arrange for external technical support where problems cannot be resolved in-house.
- Share knowledge with colleagues to improve the team and departmental knowledge base.

Key performance indicators

- High turnaround time for incidents and service requests.
- Low volume of complaints from customers.

Key relationships (internal and external)

- All members of staff.
- Third party partners and service providers.

Authority level

- Role reports to ICT Assistant Operations Manager. No direct reports and no indirect reports.
- No budgetary authority.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. **Understanding of process improvement including Incident and Problem Management.
2. **Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on the telephone and in writing.
3. **Excellent organisational skills.
4. **Previous IT Service Desk and/or Call Centre experience required.
5. **Knowledge of basic User & Security Group Active Directory administration.
6. **Ability to demonstrate practical troubleshooting and problem analysis techniques.
7. **Good attention to detail and ability to show initiative.
8. **Ability to plan and prioritise workload without supervision.
9. **Ability to prioritise, manage and perform under pressure to meet Service Level Agreements.
10. **Ability to work flexible hours between 07:30 and 17:30 as required.

Essential qualification(s) and experience

1. **Experience of supporting the desktop environment of both local and remote users in a demanding environment.
2. **Experience of root cause analysis as part of Problem Management.
3. Good experience of supporting Active Directory and Access Management.
4. Experience of remote desktop technologies (e.g., Autotask, RDP, TeamViewer).
5. Experience of anti-virus solutions (e.g., Kaspersky, MacAfee EPO, Windows Defender).
6. Experience of working to Service Level Agreements.
7. Demonstrable PC Hardware skills and knowledge, including Wi-Fi support.
8. Experience of configuring and supporting desktop hardware.
9. Experience of Microsoft Office suite 2016 onwards.

10. Microsoft Windows 10 troubleshooting and support.
11. Solid experience of solving desktop problems.

CAREER GRADE CRITERIA

Grade 7

1. Handle calls passed from 1st Line
2. Ability to troubleshoot Windows 10 issues and requests
3. Demonstrable PC hardware skills and knowledge, including Wi-Fi support
4. Ability to remotely control a desktop and diagnose problems

Grade 8

All as per Grade 7, and

1. Resolve escalated calls
2. Knowledge of an Anti-Virus central management console
3. Ability to work with Microsoft Intune
4. Ability to check if GPO's are applied to a desktop
5. Solid knowledge of Windows 11

Grade 9

All as per Grade 7 & 8, and

1. Responsible for resolving complex escalated calls/ complex incident resolution
2. Good knowledge of Intune and Autopilot
3. Good knowledge of Windows 11
4. Good knowledge of Microsoft 365
5. Knowledge of Powershell commands
6. Working towards CompTIA certificate

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards