

Buckinghamshire & Milton Keynes Fire Authority

ICT Senior Service Desk Technician

Job Description

Directorate: Service Support

Grade:

Reference number:

Responsible To: ICT Manager

Job Family

Strategic
Middle / Professional
Supervisory / Technical
Firefighter / Non- supervisory

Primary Purpose: To be responsible to the ICT Manager to provide an efficient and effective ICT Service Desk
To deputise for the ICT manager as required

Directly responsible for: ICT Service Desk Technician x 2

Overall responsible for: 2

Main Duties and Responsibilities:

Corporate Management

1. To support and contribute to internal and external audits; service development; reviews and the management of risk
2. To contribute to the preparation of the area budgets
3. To participate in the Authority's performance management processes

Service Delivery

4. To supervise Service Desk Technicians in resolving requests for support and ensures users/staff are kept informed.
5. Log and administer all calls for support
6. Perform more complex installations, replaces consumable items, checks correct working of ICT equipment

7. Install new and upgrade existing PCs and laptops
8. To maintain libraries of Authority software and appropriate licences
9. Ensure latest software versions and service packs are installed
10. To visit remote sites to solve problems and provide advice
11. Investigation of problems and faults concerning hardware and /or software
12. To organise routine backup of data, together with any required restoring of such data
13. To provide advice to users on systems, products and services that are available to them.
14. Act as second line support for desktop / laptop pc operating system software and applications software.
15. To assist the system administrators with the successful running of the ICT department
16. To run small and medium sized projects from start to end, meeting tight budgets and timescales
17. To attend training and/or college courses and development as directed by the ICT Manager

Personal

18. To participate in a programme of continuous personal and professional development relevant to the role
19. To demonstrate conduct and behaviours in accordance with Authority policies, values and norms
20. To be aware of the Authority's aims, organisational values and behaviours and their impact on this post

General Compliance

21. To ensure personal and subordinate staff compliance with the Authority's:
 - a. Financial Regulations and Scheme of Delegation
 - b. Data Protection and Information and Communications Technology Security policies and procedures
 - c. Human Resource policies and procedures
 - d. Commitment to achieving Equality and Diversity and associated policies and procedures
 - e. Health and Safety policies, procedures and practice guides and instructions
 - f. Duty of care to citizens and employees
 - g. Attend meetings as required and submit information in appropriate formats as required.

14. To undertake any other duties that may reasonably be required from time to time at any location required by the Authority.

This job description will be supplemented by annual target based outcomes, which will be developed in conjunction with the postholder. It will be subject to regular review and the Authority reserves the right to amend or add to the duties listed.

Buckinghamshire & Milton Keynes Fire Authority	
ICT Senior Service Desk Technician Person Specification	
The postholder will be expected to demonstrate effective and efficient implementation of their qualifications, knowledge and skills and successful outcomes in their experience.	
Qualifications:	Essential
<ul style="list-style-type: none"> • A Level or HND in computing or related discipline or equivalent experience • Microsoft Windows XP / Vista / 7 • Microsoft Office Suite 2003 / 2007 • Knowledge of ITIL • Microsoft Certified Systems Administrator 	<ul style="list-style-type: none"> ✓ ✓ ✓
Knowledge and Skills	
<ul style="list-style-type: none"> • Good communication skills, written and verbal • Understanding of ICT desktop / laptop operating systems • Understanding of the range of desktop software in use in the Authority • Understanding of ICT infrastructure architecture • Understanding of networking and communications within an ICT environment • Managing a service desk environment • Effectively prioritise work in line with organisational directives • Analytical approach to problem solving 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓
Experience	
<ul style="list-style-type: none"> • Working as a service desk technician 	<ul style="list-style-type: none"> ✓