

Job Description

Service:	3C ICT – 3C Shared Services
Job title:	Service Desk Officer
Grade:	C
Hours of work:	37
Responsible to:	3C ICT
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

Providing first line Service Desk support within the ICT Shared Service to colleagues and staff across the partnership.

Key Deliverables

Technical support

- Analysing & resolving IT incidents with a varying degree of complexity
- Assist with access control configuration for 2500+ staff and elected members across the partnership
- Provide aid with excess of 50+ Corporate systems and the Councils' telephony system(s)

Communication with Internal and External Staff and Elected Members

- Develops and maintains productive relationships with internal and external staff
 - Delivers what they have agreed with the staff
 - Takes action to exceed customer expectations
 - Deals effectively with dissatisfied staff

Work Experience

☐ Customer Care / Public Facing roles	E	Application form Interview
☐ Service Desk support function, ideally in a significantly sized organisation supporting 2000+ staff	D	
☐ County or District Council of any role	D	

Skills and Abilities

General/Work-based ☐ Strong in basic IT ☐ Evidence of customer service ☐ Good inter-personal skills: diplomatic, professional ☐ Well-developed verbal and written communication ☐ Good literacy and numeracy skills (Grade 5[C or above] or equivalent) ☐ Able to work well under pressure and at a high work rate	E E E E E E	Application form Interview
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☐ UK valid Drivers license ☐ Personal transport	E D	
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.	

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children