

Capital City College Group
Job Description and Person Specification

Post:	TIS Service Desk Engineer (R003122)
Reporting to:	TIS Service Desk Team Leader
Department:	Technology & Infrastructure Services (TIS)
Hours:	35 per week
Salary:	£27,986 per annum

Purpose of the job:

To ensure that Learner and Staff requests are dealt with quickly and effectively, whilst maintaining the high level of service that our customers depend upon.

Main Tasks:

1. To answer support calls in a prompt, professional and courteous manner.
2. To be the first point of call for call logging and do so in a prompt and polite manner.
3. To take responsibility for the calls generated and for the accuracy of the call logging system, recognising trends or potential incidents for escalation.
4. To log an accurate description of the call in the support call database.
5. To resolve calls, where possible, in a manner that doesn't affect the above.
6. To liaise with clients and keep them informed of work progress.
7. Ensure that calls are prioritised and dealt with effectively by monitoring response times and escalating where necessary.
8. To assist the team with the administration of the network and the services it provides, so that an agreed level of performance is maintained.
9. To complete daily / weekly / monthly checklists, where required.
10. To seek support from service/infrastructure engineers and IT Management for calls that pass their due dates, or where more experience is required in resolving a call.
11. To escalate major incidents to IT management quickly and clearly, obtaining as much detail about the incident as possible, including number of users affected and scale of impact on students, staff or sites.
12. To be responsible for IT elements of the Starters and Leavers processes.
13. To assist with the general administration of the IT department.
14. To maintain support levels to meet the client's individual needs.
15. To maintain the IT environment.
16. To assist the team with the administration of the network and the services it provides, so that an agreed level of performance is maintained.
17. To maintain documentation and contribute to the development of better work practices.
18. To assist fellow engineers within the team by providing guidance and technical training where required.
19. To provide first class customer service at all times, using ITIL based best practice.

The post holder will also be expected to:

20. Work occasional evenings and weekends in response to the needs of the role and service.
21. You may be required to work a shift rota to cover the hours of 8:00 to 19:00, Monday to Friday. The working week in 35 hours, excluding lunch breaks;
22. demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style;
23. be proactive in identifying and pursuing opportunities that are appropriate to maintaining his / her continued professional development;
24. demonstrate a commitment to the development and practice of equal opportunities in every aspect of the life of the College;
25. abide by the College's data protection policy;

26. actively participate in the appraisal scheme;
27. participate in the implementation of and compliance with the provisions of legislation and good practice relating to health and safety;
28. carry out work in a manner and framework that is consistent with the College's requirement to safeguard children and vulnerable people;
29. work within the College values.
30. The scope of this profile reflects the needs of the College at the present time: it is not intended to be a fully inclusive or exhaustive list. The post holder will therefore be expected to work flexibly and to undertake such other duties as may from time to time be reasonably allocated by the line manager. The profile will be subject to continuous review as the needs and requirements of the College change over time.

EDI

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability meeting the minimum criteria for the role will be guaranteed an interview.

Safeguarding

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

Person Specification

	Criteria	Essential	Desirable
Qualifications / Professional Development	Industry qualification or equivalent level of knowledge of Microsoft software and systems through experience and training / development.	X	
	Industry qualification or equivalent level of knowledge of Apple Mac software and systems through experience and training / development. ITIL Foundation		X
	Experience of ongoing professional updating and development in relevant fields.	X	
Knowledge / Experience	An understanding of the reasons for an Equal Opportunities Policy and how it affects the immediate working environment and relationships with clients. An awareness of safeguarding and how it relates to the work of this post in a further education College.	X	
	Basic software and hardware troubleshooting skills.	X	
	Using and supporting Apple Operating systems.		X
	Using and supporting Microsoft Operating systems.	X	
	Using and supporting Microsoft Office Suite, including Office 365	X	
	Active Directory administration.	X	
Skills / Abilities	Excellent telephone manner.	X	
	Good written / oral communication and inter-personal skills.	X	
	Extremely organised with a methodical approach to work.	X	
	Team and customer focused.	X	
	Co-operative and proactive.	X	
	Ability to take ownership of problems.	X	
	The ability to plan and monitor one's own workload, to ensure that deadlines are met.	X	
	The ability to work effectively as a team member.	X	
	A flexible approach to work in order to achieve deadlines	X	
The ability to maintain records and produce relevant documentation as required.	X		