

DURHAM CONSTABULARY

JOB DESCRIPTION

JOB TITLE:	IT Technician Service Desk
COMMAND:	DDaT and Enable Command
SCALE:	Scale 4
RESPONSIBLE TO:	ICT Service Desk Team Leader
JOB PURPOSE:	To provide technical support for Information Technology and Communication Systems within the parameters of the Departments Service Level Agreements, the Service Catalogue and ITIL.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide support to the ICT Service Desk to resolve calls/issues and liaise with other ICT staff to support departmental objectives in relation to both support and project work
2. To provide a 1st Line support service, including fault recognition, logging, recording, diagnosis and rectification as well as responding to general queries including relaying messages to other staff.
3. To assist with ICT maintenance activities to include.
 - Microsoft server/desktop administration
 - Software support
 - Active Directory administration
 - Backup / restore tasks.
 - Telephone system administration
 - Radio systems administrations
 - Audio/Visual systems
4. To assist with the delivery and installation of ICT assets through support, projects and the IT Request Process, covering the following.
 - Desktop Pc's
 - Laptops
 - Network equipment
 - Mobile and remote access devices
 - Audio visual equipment
 - Telephones

- Radio equipment
 - BWV
5. To assist other ICT staff in the development and problem solving of IT systems and software.
 6. To liaise with external agencies and contractors regarding fault reporting, site access, and assisting in remote support in line with service level agreements and local procedures.
 7. To visit local stations to install and maintain equipment where appropriate and provide on-site technical solutions to problems.
 8. To create documentation and user instructions to help other employees make the best use of new technologies.
 9. To keep up to date records of ICT assets and inventories
 10. To keep the Incident Management system up to date and current
 11. To complete any relevant training as required.

The duties and responsibilities outlined above cannot encompass or define all tasks which may be required of the post holder. The outline of duties and responsibilities given above therefore may vary from time to time without materially changing either the character or level of responsibility and these factors are reflected in the grade applied to the post.

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PERSON SPECIFICATION

JOB TITLE: IT Technician Service Desk

DEPARTMENT: DDaT and People Command

EMPLOYEE	ESSENTIAL	ASSESSMENT CRITERIA
Educational Attainment/ Professional Qualifications	• City & Guilds Level 3 / A-levels/ BTEC National or equivalent in an IT related subject.	• Sift/Interview
Work Experience	• At least one year's technical experience in a support function involving hardware and software solutions, working with the latest Windows operating systems. • At least 3 months administrative experience	• Sift/Interview • Sift/Interview
Knowledge/Skills/Aptitudes	• Enhanced numerical skills e.g. performing complex calculations. • Basic literacy skills e.g. composing basic letters or memos. • Enhanced computer/keyboard skills e.g. inputting onto spreadsheets, database systems etc., where accuracy is	• Sift/Interview • Sift/Interview • Sift/Interview

	essential but speed is not a key demand.	
Disposition	• Able to work under pressure to meet specific deadlines • Able to work on own initiative as well as part of a team	• Sift/Interview • Sift/Interview
Special Requirements	• To be of the highest integrity. • To have a respect for diversity and be committed to the principles of Equal Opportunities. • To hold a full, current driving licence or access to a means of mobility support.	• Sift/Interview • Sift/Interview • Sift/Interview