



Children's Hospices Across Scotland

JOB DESCRIPTION – IT HELPDESK AGENT

Job Details

Job Title – **IT Helpdesk Agent**
Responsible to – **IT Service Manager**
Job Family – **Support Services –
Non Hospice**

Location – **Edinburgh**
Salary – **CHAS Band 3**

Job Purpose

Working within the culture ethos and philosophy of CHAS, to support the IT Service Manager in maintaining efficient and effective IT structures and systems as well as provide effective IT support to all staff and volunteers across CHAS.

Main Tasks

- Management of incoming incidents, access and change requests
- Management of the Service Desk Application
- Installing, configuring and administering IT systems

Job Activities

Service Delivery

- Be first point of contact, responding to telephone calls, emails and tickets, and logging every contact with user
- Ensure incidents and requests are logged, tracked, resolved and measured within the given SLA's, whilst ensuring adherence to ITIL processes
- Communicate with users and keep them informed of progress
- Logging issues with third party suppliers
- Provide reports to the IT Service Manager to assist in the management of the Service Desk procedures
- Update the knowledge base of known issues with information to assist users help themselves

Service Management System

- Assist in the preparation of work and other reports from the service desk appliance
- Maintaining accuracy of service desk data, ensuring that information reported is correct
- Analysing tickets to help spot trends or underlying issues
- Updating asset register, ensuring data remains accurate and up to date

- Assist in the development of procedures to streamline service desk process and improve SLA compliance

IT and Systems Support

- Provide 1st line support over the phone or using remote access tools
- Liaise with 3rd party support companies regarding support, maintenance, installations of IT equipment or resolutions to outstanding issues
- Responsible for administration of the new starter and leaver processes and the delivery of IT inductions to staff at Head Office
- Active Directory administration, creating, amending and removing users, computers, security groups
- Take part in initiatives to improve the quality and effectiveness of the IT service

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

Volunteer Engagement

- Work alongside volunteers and actively support their work by providing advice and information to help them in their roles

Dimensions

- Multiple CHAS sites
- Two hospices open 24 hours, 7 days a week, 365 days a year
- Servers, PCs, Laptops, Mobile Devices, VCs, telecoms etc.
- 262 staff, 830 volunteers across CHAS
- Frequently has contact with Department Managers, Chief Executive, Senior Leadership Team, other staff and volunteers in CHAS, and third party support companies

Decisions and Communications

Decisions

- Required to work without direct supervision though daily routine tasks are set and agreed by IT Service Manager
- Communicate regularly with the IT Service Manager on IT systems and outstanding issues
- Required to log all IT issues through the service desk, prioritise, troubleshoot, and escalate them as appropriate

Communications

- Communicate with all staff, at all levels and on all sites, across CHAS.
- Represents the IT service desk in a professional, friendly and efficient manner



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PERSON SPECIFICATION – IT HELPDESK AGENT

Education, Qualifications, and Training

Essential

- Educated to HNC/D level in Computer Science discipline

OR:

- Equivalent technical qualification

Desirable

- ITIL Foundation Certificate
- Prince 2 Foundation Certificate

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Highly effective team working skills
- Sound knowledge of technical support
- Have a good understanding of IT operational support frameworks, including incident management, problem management, change control, service level measurement and reporting
- Excellent written and oral communication skills
- Excellent interpersonal skills, listening, and questioning skills

Desirable

- Certifications from Microsoft or the Service Desk Institute would be highly beneficial

Method of Assessment – Application Form and Interview

Experience

Essential

- Previous Service Desk experience
- Experience of working in a multi-user, multi-site environment

Desirable

- Experience of working on projects within an organisation

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Friendly, confident and enthusiastic with the ability to interact positively with people at all levels of the organisation
- Personal drive, initiative and effectiveness
- Motivated to work within speciality
- Accountable for self, actions and decisions
- Commitment to ongoing learning and development
- Enterprising and resourceful, responding positively to opportunities
- Commitment to a high quality service
- Commitment to core vision and values of CHAS
- Recognition of the value of volunteering to our organisation
- Professional attitude to work.
- Views change as a natural, positive and a continuing process

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites

Desirable

- None

Method of Assessment – Application Form and Interview