## JOB DESCRIPTION

| Job Title | IT Service Officer |
|---|---|
| Salary Band | SCP 20 - 23 |
| Reporting to | IT Service Desk Team Leader |
| Directorate | Corporate Development & Delivery |
| Service Area | IT |
| Political Restriction | N/A |

| 1. Primary Purpose of the Post |
|---|
| <ul><li>SUPPORT: To assist our colleagues throughout the business by dealing with and resolving incidents with excellent customer service.</li><li>MAINTAIN: To ensure the organisation maintains security and compliance standards through the updating of our devices.</li><li>PROCURE: To procure IT related items that support colleagues throughout the business.</li></ul> |

| 2. Key Role Specific Responsibilities |
|---|
| The postholder will:<br><br>**Contribute to LCRCA IT Team**<ul><li>Contribute to timely and helpful support for system users in resolving issues and delivering efficient operational outcomes for the organisation.</li><li>Assist in the delivery of all aspects of the IT service where required.</li><li>Put the needs of the people of the Liverpool City Region first in carrying out their duties, taking an action focussed and respectful approach.</li></ul>**Provide efficient incident management**<ul><li>Correct logging, categorisation and prioritisation of service incidents.</li><li>Ensuring customer kept informed of progress.</li><li>Effective escalation of incidents to other IT teams or 3rd parties.</li></ul>**High availability of business systems**<ul><li>Be available to attend any site in the estate for IT related requests</li><li>Respond to alerting systems in a timely manner</li><li>Ensuring incidents are raised for such events and escalated appropriately</li><li>Strictly adhere to IT change management processes</li><li>Pro-actively maintain infrastructure components and applications</li><li>Complete documented daily checks and other preventative proactive tasks.</li></ul>**Provide a high level of service to our customers** |

- Review and testing of standard operating procedures and documented knowledge articles.
- Provide feedback on knowledge articles to authors.
- Signposting customers to relevant knowledge content to maximise self-help.
- Maximising the number of incidents and requests resolved within agreed service levels.
- Ensuring customers updated of progress in a timely manner.
- Timely escalation to 3rd line or 3rd party resource.
- Ensure improved incident/service request performance.
- Ensuring customers kept informed of incident/service request progress.
- Keeping customers informed of any relevant IT issues or information.
- Regular communication of progress to customers and management.

**Help maintain security and compliance**
- Assist the organisation in remaining secure and retaining accreditation of standards such as CE+ by ensuring proactive tasks are completed as scheduled.
- To procure IT items in a compliant manner in line with the procedures of the organisation.

| 3. | General Corporate Responsibilities |
|---|---|

- To participate in all aspects of training and development as directed. Use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of IT services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

| 4. | General Managerial Responsibilities |
|---|---|

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

**Service Area:** IT

**Job Title:** IT Service Officer

**Grade:** SCP 20 – 23

**Note to Applicants.  Essential criteria are marked with \*.  All other criteria are desirable**.

| | CRITERIA | METHODS OF ASSESSMENT |
|---|---|---|
| **Qualifications and Training** | Hold or be working towards an industry standard qualification e.g. COMPTIA A+ or have equivalent knowledge gained from experience working in a multi-disciplined IT Team. | A |
| | ITIL v3/4 Foundation | A |
| | Evidence of relevant continued professional development. | A |
| **Experience & Knowledge** | Hands-on experience working in IT, with a focus on resolving incidents. * | A |
| | Experience of working with third parties to resolve incidents | A/I |
| | Experience of supporting applications and systems in a Microsoft desktop environment. * | A/I |
| | Experience within an IT Support role in a Corporate environment. * | A/I |
| | Experience of IT Service Management processes * | A/I |

| | CRITERIA | METHODS OF ASSESSMENT |
|---|---|---|
| **Skills/Abilities** | Ability to identify a root cause of issues and solve problems. * | A/I/T |
| | Demonstrable customer service skills. * | A/I |
| | Excellent Interpersonal skills. * | A/I |
| | Ability to work on own initiative. * | A/I |
| | Ability to prioritise workload. * | A/I |
| | Ability to work to conflicting deadlines. * | A/I |
| | Demonstratable can-do attitude * | I |
| | Demonstrable problem solving skills. * | T |
| | Demonstrable technical skills. * | T |
| **Commitment** | Determination to deliver. * | A/I |
| | Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region. * | A/I |
| **Other** | Willingness to work flexibly as and when required. * | A/I |
| | Ability to work effectively and efficiently from home and in the office and attend any site in our estate when required. * | A/I |
| | Flexible approach to workload and working pattern when required. * | A/I |

**Key to Assessment Methods:**

I - Interview P - Presentation A - Application E - Exercise T - Test AC - Assessment