

First Line Engineer

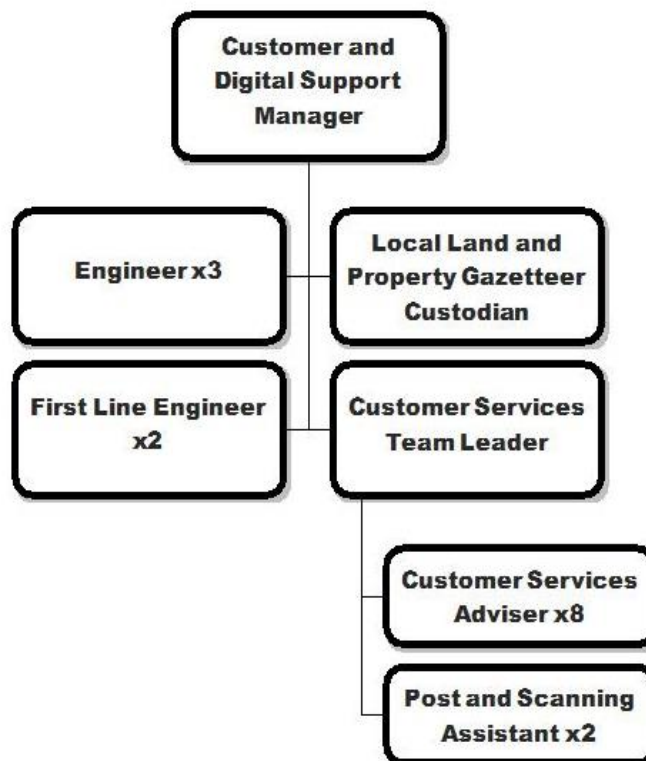
Department	Customer and Digital Services
Pay Grade	G3 SCP 9 - 14
Responsible to	Customer and Digital Support Manager

Role Purpose

To provide a professional and customer focused first line support service and to take responsibility for pro-actively increasing the number of calls dealt with at the first point of contact and to identify areas for continuous improvement.

To also provide administration services in the support of Customer and Digital Services.

Reporting Structure



Role Specific Responsibilities / Accountabilities

- To ensure that all incidents and change requests reported by users are logged and processed in accordance with the Service Desk system Call Life Cycle procedures adhering to and supporting any implemented best practices such as Information Technology Infrastructure Library (ITIL).
- To provide users of the Service Desk with advice and guidance within an ever evolving first line fix environment.
- To act as a single point of contact and to facilitate communication between Customer and Digital Services, service support groups and third parties.
- To monitor and identify improvements to the service and to recommend any changes, as identified.
- To actively share acquired knowledge and skills amongst colleagues and to create / update available documentation for future use.
- To provide administration support within Customer and Digital Services.
- The post holder will be required to work as part of a rota such that the Service Desk operation is always effectively covered and to provide user support from 8.30am – 5.30pm daily (5pm on Friday)
- To follow the guidelines and principles of the Council's Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Experience working within a customer focused service delivery team, with the focus on either face to face or telephone customer interface.
- Ability to communicate with a range of people, using all forms of communications
- Able to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
- Customer service skills
- IT literate – knowledge of modern computer and communications technologies.
- Familiarity with the core Microsoft components (Word, Excel, Outlook and PowerPoint)
- Able to work on own initiative and as part of a team
- Organisational and time management skills

Desirable Criteria

- ICT Service Desk experience, able to carry out 1st line support with a good fix rate
- ICT user training experience

- Knowledge of IT legislation standards and best practice including data protection, freedom of information and security.
- Logical and conscientious approach to solving problems
- A good understanding of how IT enables the business.
- Educated to GCSE Level, or equivalent
- A recognised qualification or working towards, in customer support or customer service

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's District Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly