



IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: C60b

Service Desk Support Officer

Main Purpose of Job

Reporting to the Telecoms Manager in all aspects of telephony support and customer service. To be the first point of contact for the ICT Helpdesk.

Main Duties

1. To be the first point of contact for the ICT Helpdesk. Logging and routing issues to the appropriate ICT team or providing technical support/resolution.
2. Providing technical support for the Council's telephony system. Managing handsets and mobile phones. Involving configuration, liaising with suppliers, distribution, training and resolving billing queries.
3. Responsible for the running and maintenance of the Telephony recharging system.
4. Responsible for the processing of Purchase Orders/Invoices for procured ICT equipment, telephony and services. Process, log and monitor all invoices on behalf of the unit.
5. Coordinate and monitor the hire of IT equipment and training room. Setting up hired IT equipment where appropriate.
6. Security and handling of blank cheque documents prior to printing.
7. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



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Person Specification

Service Desk Support Officer – C60b

<u>ATTRIBUTES</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESSMENT</u>
<u>Qualifications</u>	Educated to GCSEs level or have NVQ Level 2 in a relevant field or have 2 years' experience in a similar role		Certificates / Application form
Work related experience	Previous experience of working within an ICT environment.	Previous experience of using ICT Helpdesk systems Experience of invoice processing and general billing procedures.	Application form Interview
Specialist knowledge		Reasonable knowledge of ICT equipment Reasonable knowledge of fixed/mobile telephony.	Application form Interview
Job related skills	Good general ICT skills, including the use of MS-Office software.		Application form Interview
Personal skills	Good telephone manner essential for Helpdesk duties The ability to remain helpful and calm when working under pressure. Good level of verbal and written communication skills. Ability to use initiative when dealing with helpdesk queries as well as ensuring the correct procedure is adopted.		Application form Interview
Special working conditions	Will be the first point of contact for the ICT Helpdesk (IT and Telephony related support calls) A basic disclosure from Disclosure Scotland is required for this post.		Application form Interview