



Derbyshire Fire & Rescue Service

Job Description

Job Title:	ICT Helpdesk Technician
Salary Grade:	5
Portfolio:	Corporate Financial Services
Department:	Systems & Information
Responsible to:	ICT Service Delivery Manager
Post Objective:	To provide a single point of contact for users of ICT services within Derbyshire Fire & Rescue Service for the reporting of incidents/requests; ensuring service level targets are met and an efficient and effective service is provided.
Other Considerations:	Work outside of normal office hours, on occasion, by prior agreement. Confidentiality must be maintained at all times.

Responsibilities:

- 1 Ensure all incidents/requests reported by users are accurately recorded, classified and given initial support; resolving as many as possible during the initial support period and assigning unresolved incidents/requests to appropriate support groups.
- 2 Track the resolution of incidents/requests so that they continue to be progressed within agreed service levels and escalate in accordance with agreed service level targets.
- 3 Ensure all incidents/requests are handled promptly and effectively such that agreed service levels are met; be pro-active in ensuring users receive appropriate and as applicable tailored advice and guidance, and make effective use of the facilities available to them.
- 4 Ensure that ICT assets within DFRS are recorded in the asset management system and that the information held is accurate and up-to-date.

- 5** Throughout the life of the reported incident/request retain ownership and keep users abreast of progress.
- 6** Regularly monitor the status and speed of resolution of incidents/requests and be proactive in recommending changes to improve performance.
- 7** Ensure incident/requests that cannot be directly resolved; are assigned with the correct priority setting and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
- 8** Develop self-help facilities for users such as frequently asked questions, e-resources, aide memoirs, e-learning and simple training. Enabling users to self-help where appropriate.
- 9** Produce management reports on the performance of the Helpdesk and resolution of incidents/requests against service level targets.
- 10** In accordance with the Service's financial regulations and procurement processes, order equipment and relevant items (licences, contract for services) in a timely and accurate manner to maintain effective service delivery with the ICT department.
- 11** Understand and comply with all policies, procedures and relevant legislation.
- 12** To undertake any other reasonable duty, commensurate with the grading and responsibility of the post, across the Service in order to meet Service priorities and business continuity requirements.



Derbyshire
Fire & Rescue Service
Making Derbyshire Safer

Derbyshire Fire & Rescue Service

Person Specification

Post Title : **ICT HELPDESK TECHNICIAN**

Scale : **5**

Evidence Codes

AF – Application Form

JRT – Job Related Test

I - Interview

M – Medical

D – Documentation

Job Criteria				
	Essential	Source Of Evidence	Desirable	Source Of Evidence
Skills	Be able to demonstrate the following:			
	<ul style="list-style-type: none"> Effective communication, both verbally and in writing. 	AF/I		
	<ul style="list-style-type: none"> Ability to explain technical issues in clear and understandable manner to end users. 	AF/I		
	<ul style="list-style-type: none"> Effective and efficient customer care skills. 	AF/I		
	<ul style="list-style-type: none"> Effective diagnosis, analytical and problem solving skills. 	AF/I		
	<ul style="list-style-type: none"> Ability to work under pressure and without supervision. 	AF/I		
	<ul style="list-style-type: none"> Effective organisational, prioritisation, time management and scheduling of work. 	AF/I/JRT		
	<ul style="list-style-type: none"> Ability to analyse ICT helpdesk statistics and produce management reports. 	AF/I		
	<ul style="list-style-type: none"> Ability to construct service level agreements and report on service levels. 	AF/I		

	<ul style="list-style-type: none"> Ability to design and maintain bespoke, fit for purpose ICT learning resources e.g. frequently asked question, e-resources, aide memoirs, e-learning and simple training. 			
Knowledge	Be able to demonstrate knowledge and understanding of the following:			
	<ul style="list-style-type: none"> PC Hardware/Architecture/Operating 	AF/I		
	<ul style="list-style-type: none"> Advanced level of IT literacy, including key skills and application of MS Windows Operating systems and software 	AF/I		
	<ul style="list-style-type: none"> TCP/IP Network communications. 	AF/I		
	<ul style="list-style-type: none"> Data protection/security of data. 	AF/I		
	<ul style="list-style-type: none"> ICT asset management. 	AF/I		
	<ul style="list-style-type: none"> Health and Safety issues relating to the duties of the post. 			
Experience	Be able to demonstrate experience in the following:			
	<ul style="list-style-type: none"> Effectively and timely resolving a range of routine and complex ICT problems. 	AF/I		
	<ul style="list-style-type: none"> Demonstrable experience of working in an ICT support environment. 	AF/I		
	<ul style="list-style-type: none"> Research and developing, writing and implementing ICT Helpdesk procedures and processes. 	AF/I		
	<ul style="list-style-type: none"> Supporting diverse hardware/software platforms. 	I		
	<ul style="list-style-type: none"> Research and developing, writing and implementing ICT Helpdesk procedures, processes and support materials e.g. e-resources. 	I		

Qualifications	<ul style="list-style-type: none"> BTEC First Certificate/NVQ Level 2 in an IT qualification, or equivalent experience in an ICT support environment. 	AF/D/I		
	<ul style="list-style-type: none"> GCSE Grade C or above in Maths and English (or equivalent) 	AF/D		
Equal Opportunities	<ul style="list-style-type: none"> Understanding of and commitment to Inclusion & Equality in the workplace. 	I		
	<ul style="list-style-type: none"> Awareness of protocols required for dealing with protected characteristics covered by Equality Legislation. 	I		
Other Requirements	<ul style="list-style-type: none"> Medical clearance, subject to reasonable adjustments under the Equality Act 2010, (where appropriate). 	M		
	<ul style="list-style-type: none"> Satisfy Police security vetting procedures at the appropriate level 	D		
	<ul style="list-style-type: none"> Commitment to and appreciation of quality customer service 	I		
	<ul style="list-style-type: none"> Full driving licence (reasonable adjustments can be made under the Equality Act 2010 for those unable to hold a driving licence due to a disability) 	AF/D		
	<ul style="list-style-type: none"> Work outside office hours by prior agreement 	I		
	<ul style="list-style-type: none"> Ability to travel throughout the County to carry out the requirements of the post 	I		
	<ul style="list-style-type: none"> Demonstrate evidence of continuous professional development and competence 	I		