Staffordshire Police - Role Profile

Service Desk Agent

Grade/Rank:	E
Directorate:	Enabling Services
Reports to:	Lead Service Desk Technician
Direct Reports:	N/A

Role Purpose

Technology Services are responsible for transforming and supporting all of the force's digital technology needs. The operating structure is split into four core teams:

• Strategy (responsible for identifying and selecting the right technologies for the force)
• Transformation (responsible for delivering and implementing changes to the technologies across the force)
• Operations (responsible for configuring and supporting the infrastructure and applications needed by the force)
• Service (responsible for supporting and servicing all end users of technology across the force)

The Service team are responsible for all of the end user support in the 'live' environment whether it is delivered via internal resources or by external suppliers. The Service team is the most customer-facing division of the Technology Services team, and key responsibilities are as follows:

- The provision of excellent IT customer services across the force;
- Effective end user communication;
- Monitoring user satisfaction;
- Managing complaints;
- The effective provision of first and second line support;
- Service desk;
- Remote user support;
- Understanding and representing customers within IT processes and governance structures (e.g. Change Advisory Board);

The Helpdesk Agents will often be the first call handler for incidents, raised with in person over the phone, via a portal, or over email. Excellent customer service is therefore essential in the resolution of helpdesk incidents/calls, remotely and ideally on a first-time fix basis. Following clear protocols, they must be able to accurately record the symptoms of the incident and prompt the user for any missing pertinent information before either resolving to an agreed procedure or allocating the call to a support group.

Key Tasks and Responsibilities:

- Providing excellent customer service to end users, supporting them in their incident resolution and offering assurance;
- Undertaking thorough call analysis to ensure that all incident details are captured and technicians have sufficient detail to diagnose a fix;
- Provide remote desktop support to end users, offering first-time fixes to routine calls;
- Undertaking ad-hoc auditing or feedback surveys on performance;
- Flagging common occurrences in calls due to related incidents;
- Allocating calls or incidents to the correct support team, swiftly and accurately;
- Providing incident update on the call, so that the user has feedback on progress;
- Convey the 'Service Catalogue' concept to end users requesting new items;
- Refer any user complaints sensitivity and courteously;
- Refer to incident management activities in line with the ITIL framework;
- Escalate urgent problems or first-line issues as appropriate;
- Observe current service levels and performance times for helpdesk delivery;
- Adhere to workflows and processes within the ITSM tool;
- Call out third-party suppliers in accordance with call out arrangements and SLA's against incidents;
- Endeavour to ensure the performance of the service desk meets the agreed levels;
- Resolve incidents and service requests to meet the needs of the force and make best used of the resources available;
- Provide call detail for major incident reports of any major outages or system failures;
- Champion ideas for improvement to senior managers

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed

We are emotionally aware		Valuing Diversity	3
		Managing Sensitivities/Political Savvy	2
We take ownership		Customer Service	3
		Maintaining Accuracy/Sustainable Working	2

Inclusive, enabling and visionary leadership

We are collaborative		Partner Working	2
		Managing Complexity/Strategic Planning	2
We deliver, support and inspire		(self) Leadership	2
		Supporting Colleagues/Coaching & Mentoring	2

Intelligent, creative and informed policing

We analyse critically		Problem Solving	3
		Situational Judgement	3
We are innovative and open-minded		Continuous Improvement	2
		Futurology	2

Education, Qualifications and Experience

Essential:	Desirable:
- Experience in a Helpdesk or Service Desk environment - Experience in a customer facing environment - Excellent communication skills	- ITIL Foundation (v3 or v4) - Microsoft or other recognised technical qualification supporting the end user environment - Previous experience dealing with sensitive or classified information

Technical/Operational Skills Matrix (See Skills Matrix)

Essential:	Desirable			
- Experience of Helpdesk ticketing software - Experience of supporting end user devices in a Windows environment - Experience supporting applications at the user level	- Demonstrable experience of working in an Active Directory Domain (Users, Groups etc.) - Demonstrable knowledge of network fundamentals (TCP/IP, routing etc.)			
Leadership Passport Level	Practitioner	1st	2nd	Senior

	s & Team Leaders	Line Mngrs	Line Mngrs	Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill

CPD Requirements

-

Professional Registration/Licences

-

Special Conditions

Own car for business use	No
Higher level vetting required	No
Requirement to wear Uniform	No
Requirement for post entry training	No
Fixed Hours	No
Weekend working expected	No
Shift allowance	No
Fixed term or temporary role	No
Politically Restricted	No
On call/standby rota	Yes
Flexitime Role	Yes
Notice Period	1 week	28 Days	1 month	3 months	

As part of the limited duties profiling, this role has been identified that the role holder must be able to fulfil the following core capabilities. To meet the Equality Act (2010) reasonable adjustments will be made wherever practicable.

Limited Duties

Sit for reasonable periods(consider impact of driving) a1		Evaluate information (d1)	
To write(a2)		Record details (d2)	

Read(a3)		Exercise reasonable physical force in restraint & retention in custody (e1)	
Use the telephone(a4)		Understand information (f1)	
Use(or learn to use IT)(a5)		Retain information(f2)	
Run reasonable distances (b1)		Explain facts & procedures (f3)	
Walk reasonable distances (b2)		Work the full range of shifts	
Stand for reasonable time (b3)		Shift - Earlies (g1)	
Make decisions (c1)		Shift - Lates (g2)	
Report situations to others (c2)		Shift - Nights(g3)	

Agile Profile (See Agile Matrix)						
Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours