

Job Description



Job Title:	IT SUPPORT & ENGAGEMENT OFFICER (Permanent Shift Working)
Reports to:	Application and Service Support Team Leader
Grade:	G6
Date:	April 2023

1. Job Purpose

This role will incorporate a range of support services which includes activities such as Service Desk duties, telephone and email support, recording faults, supporting the setup of new systems and upgrading existing systems, trouble shooting and escalating IT faults.

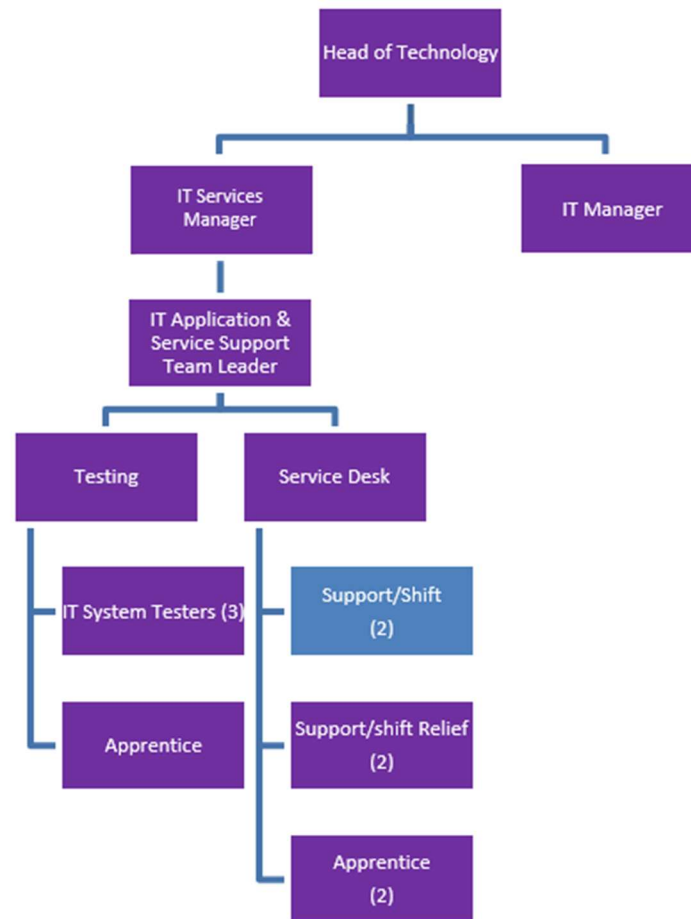
The IT Support Officer will work as part of the team providing efficient IT services and excellent standards of support throughout the organisation. The postholder will be expected to be professional, have technical competence and good communication skills.

They will provide a first point of contact, process requests for support and help with the co-ordination of the response through to resolution.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague.

Permanent and alternate shift pattern working is a requirement of this role, 6am – 2pm, 1:30pm – 9:30pm

2. Organisational Structure



3. Dimensions

Staff: First line of support for over 500 internal users across 2 sites

First line of support for over 50 IT applications, for example, the internally developed legacy system, Nav, CRM, WMS, Microsoft applications, Email and remote access, Telephony and call centre software.

Budget: 0

4. Principle Accountabilities

- The provision of first line support for incidents and service requests, logging and responding to all contacts from system users, including site visits or the usage of remote access tools.
- To carry out initial diagnosis on all logged issues/incidents, take appropriate steps to resolve or escalate to 2nd line support, and accurately record the incident details and any actions taken within the Service Desk software.
- Proactively keep the user informed of any progress and ensure user satisfaction/acceptance before closure.

- To monitor corporate systems and networks, carrying out proactive support and maintenance.
- Generate reports to be processed through the incident and problem management processes.
- To ensure the confidentiality, integrity and availability of corporate information assets and systems. Where appropriate, ensure preventative measures are undertaken to mitigate the risk of a security incident or exception.
- To observe the regulations of the Data Protection Act 1998 as amended (GDPR) and adhere to published and operational IT policies and procedures at all times. Ensuring that services are delivered in line with relevant legislation, YPO values and policies including those relating to Equality & Diversity, Customer Care and Health and Safety.
- To make recommendations for improvements to support services and procedures and make additions and enhancements to the Knowledge database.
- To configure and install hardware and software, including upgrades and service packs and provide end user training where required.
- To maintain, clean and service equipment to operational schedules.
- To assist in the maintenance and control of IT logs, registers, and documentation.
- Be actively involved in YPO's continuous improvement process, especially the on-going introduction of best practice policies and procedures for IT service management (ITIL).
- Demonstrate a willingness to work flexibly, sometimes outside of normal core hours in response to service demands as agreed with the I.T. Manager.
- To work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- To keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety.
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

5. Planning and Organising

Frontline support requests will be received via the Service Desk portal with tasks being either centrally allocated or selected by the individual, based on their own knowledge and capabilities.

Planning ahead, based on current workload, known future requirements and current progress is required, along with the ability to work to tight deadlines.

6. Decision Making

The focus of the role is to support IT Service provision, as well as end user frontline support, considering the urgency of the requests.

Although most work will be allocated, freedom to decide own priorities will be given as long as targets are met.

7. Internal and External Relationships

INTERNAL

All IT application users

EXTERNAL

Customers

IT Maintenance providers

IT Software providers

KEY RELATIONSHIPS

IT Services department

IT Development Team

Sales and Marketing

Customer Services

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
Good understanding of the General IT Service offering	Essential	Application & Interview	
PC build and configuration capabilities	Essential	Application & Interview	
Skills			
IT related qualification	Desirable	Application	
4 GCSE "C" or above grades, including Maths, English and IT	Essential	Application	
Good IT skills with experience of Hardware and Software installs	Essential	Application & Interview	
Excellent Microsoft office skills (including word, excel & access)	Essential	Application & Interview	
Ability to organise own workload	Essential	Interview	
Strong interpersonal skills	Essential	Interview	
Good problem solver	Essential	Interview	
Good team player with the ability to also work on own initiative	Essential	Interview	

Experience			
IT First line support	Essential	Application & Interview	

9. Special Features

Although predominantly a Service desk support role, general IT Services tasks will be allocated where necessary.

To respond to occasional out-of-hours situations that require urgent attention and occasionally to provide on-call weekend support and specialist assistance on a rolling rota, based on requirements, skillsets and availability.

Permanent and alternate shift pattern working is a requirement of this role 6am – 2pm, 1:30pm – 9:30pm + 14% shift allowance

Jobholder Signature:

Manager Signature:

Date: