

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Digital and Customer Services

POSTHOLDER SECTION: Technology

GRADE : Scale 6

POST DESIGNATION : Service Desk Agent

Purpose of Job

To be responsible to Service Desk Team Leader and:

- Support the Council's Service Desk operation, acting as the first point of contact for colleagues requiring technology support. Provide first-line support through telephone, email, self-service and face-to-face interactions, delivering excellent customer service and ensuring incidents and requests are managed effectively.
- Diagnose and resolve common technology issues, provide first-contact resolution wherever possible, and assign more complex issues to appropriate support teams and external partners.
- Represent excellence in service delivery through high standards of customer service, productivity, professionalism and technical capability.

Manages up to 0 directly managed staff.

Manages up to 2 indirectly managed consultancy/contracting staff.

Main Duties

- Act as the first point of contact for colleagues requiring technology support, resolving a wide range of first-line incidents and service requests across supported systems, devices and applications.
- Diagnose and resolve a variety of common technical issues, including desktop support, supported systems, products and services.
- Assign more complex issues to appropriate technical teams and partners and support escalations where required.
- Deliver an excellent customer experience to all users, including officers, senior leaders and elected members.
- Log all enquiries and provide first-contact resolution wherever possible.
- Log, manage, update and resolve incidents and service requests within agreed service levels ensuring high standards of quality and productivity.

- Maintain a working knowledge of Council-standard technologies, including Microsoft 365, Windows devices, mobile technologies and supported business applications.
- Support the wider team in problem resolution using collaborative behaviours and effective troubleshooting skills.
- Take responsibility for personal development by seeking feedback and learning opportunities.
- Maintain an up-to-date understanding of Council support, security and information governance policies.
- Undertake all duties with due regard to Health and Safety legislation, Data Protection legislation, UK GDPR, Equal Opportunities and Customer Care policies.
- Perform all duties in line with the Council's values.

Person Specification

Job Title	Service Desk Agent
Grade	Scale 6
Service/Section	Digital and Customer Services
Directorate	Resources

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
GCSE in English and Maths (or equivalent qualification/experience)	E
Clear understanding of first-line, second-line, third-line and specialist support functions, with specific knowledge of the Service Desk role.	E
Knowledge of delivering excellent customer service within a busy technology support environment.	D
Skills and Abilities	
Ability to understand customer needs and expectations when supporting users with varying levels of technical knowledge and seniority.	E
Ability to support end-user technologies, systems and services, whilst following established processes and procedures.	E
Excellent customer service, communication and interpersonal skills.	E
Experience or familiarity with user administration and access management tools, such as Active Directory, Microsoft 365 and related technologies.	D
Understanding of modern support practices, standards and technologies.	D
Ability to work effectively with suppliers, contractors and partner organisations.	D

Experience	
Experience of providing support to users or customers via telephone, email, self-service or face-to-face channels within a Service Desk, Helpdesk or customer service environment.	E
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E