

## Role Profile

<b>Position Title</b>	<b>Service Desk Technician – Level 1</b>
<b>Directorate</b>	Chief Administration Office
<b>Reports to (Position)</b>	IT Operations Manager
<b>Role type</b>	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
<b>Contract Term (if applicable)</b>	
<b>Line management Responsibilities?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Grade</b>	14
<b>Working hours</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time    FTE:
<b>Location</b>	2 Thomas More Square, London E1W 1YN. Reasonable travel.
<b>Context of the role</b>	<p>The Services Directorate develops, enhances and preserves the integrity of real time and bulk Facilities, IT, Change &amp; HR services, as well as the managed services. It ensures that a single point of coordination is provided for stakeholders. It promotes efficiency and innovation in these Services and best practice amongst organisations that originate payments.</p> <p>The Services Directorate monitors performance in the above services against agreed contract terms and service levels and ensures that contingency arrangements have been put in place and that the robustness of these contingency procedures is regularly tested and reviewed.</p> <p>It also contributes to the establishment of a robust, consistent and compliant business environment for Pay.UK.</p>
<b>Role Dimensions</b>	Permanent Workforce: circa 280 Contractor Workforce: circa 100
<b>Summary of Role</b>	To provide a high-quality proactive colleague support service within a busy operational environment which will include working on a service desk, in addition to assisting the IT Team.

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<p><b>Key Accountabilities</b></p>	<p>Customer Support/Relationship</p> <ul style="list-style-type: none"> <li>• Be the initial point of contact for the Service Desk and to respond to customer support requests and incidents, analysing the symptoms and providing an appropriate remedy and accurately logging salient points and resolution details, for future reference and / or escalation to Level 2 Service Desk Technician/IT Operations Manager.</li> <li>• Ensures the IT Team meets the agreed Service Level Agreement (SLA) and keeps the customer informed of progress.</li> <li>• Ensures all tickets are categorised appropriately in the service desk tool.</li> <li>• Builds relationships with the business units and their representatives, in order to understand their business drivers and how the IT Unit can contribute to them.</li> <li>• Be aware of all planned changes and activities relating to the installed computer systems in order to relate problems to changes in the computer environment.</li> <li>• Escalates accordingly if the nature of a problem is immediately or potentially serious and may impact the business performance of Pay.UK or one or more Client companies. To ensure that all affected parties are advised and regularly updated on the problem resolution progress.</li> </ul> <p>Security</p> <ul style="list-style-type: none"> <li>• Helps maintain the integrity of Pay.UK's IT infrastructures by ensuring it is secure, consistent and the necessary procedures and documentation are produced and maintained.</li> <li>• Helps maintain the integrity of the computer systems and the software and data stored thereon in respect of the avoidance of computer virus infection, illicit access by non-authorized personnel, software piracy etc by the use of available anti-virus software and security packages, and via appropriate advice/guidance to internal customers.</li> <li>• Ensures that the IT Operations Manager/ Head of IT and Facilities are advised of any current or anticipated security issues.</li> <li>• Ensures that when security incidents arise and may impact the business performance of Pay.UK or its Clients, that appropriate parties</li> </ul>
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	<p>are advised and regularly updated on the problem resolution progress.</p> <p>Other duties</p> <ul style="list-style-type: none"> <li>• Maintains processes and documentation as required.</li> <li>• Identifies any deficiencies in current processes or documentation to either the IT Operations Manager or Head of IT and Facilities.</li> <li>• Ensures tidiness of IT customer facing area(s).</li> <li>• Maintains Stock levels of standard devices and consumables.</li> <li>• Maintains asset register and inventories.</li> <li>• Highlights any potential licensing issues to either the IT Operations Manager/ or Head of IT.</li> <li>• Undertakes any other duties as may reasonably be requested.</li> <li>• Provision and support system access requests</li> </ul> <p>IT Projects</p> <ul style="list-style-type: none"> <li>• Assists in the technical implementation of new technology solutions, following appropriate project planning routines, and drawing on the expertise of IT colleagues in respect of the user liaison and rollout, always working towards a co-ordinated approach to technical project execution. As a part of this process to ensure appropriate liaison and/or consultation has been undertaken with both colleagues and external suppliers or consultants to ensure the success of the project.</li> </ul> <p>Other obligations:</p> <ul style="list-style-type: none"> <li>• Ensure compliance with all Pay.UK policies and procedures and complete required compliance training in a timely manner.</li> <li>• Comply with Pay.UK’s Data Protection Policy and all associated procedures and processes and communicate any data protection risks to the Data Protection team without delay.</li> <li>• Promote diversity and inclusion across Pay.UK to build a workforce that reflects the users we serve and provides equal opportunity for all colleagues.</li> </ul>
<b>Behaviours</b>	Aligned with Pay.UK Values

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<b>Internal &amp; External Interactions</b>	Pay.UK Directorates
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• A working knowledge of Microsoft Operating Systems (Windows OS 2012)</li> <li>• An intermediate knowledge of Microsoft Office (MS Office 2019/MS 365) and Microsoft Exchange (2016 and Online)</li> <li>• Awareness and understanding of Hyper-V (2012R2 and above)</li> <li>• Awareness and understanding of SharePoint (2013/2016/365)</li> <li>• An understanding of Citrix XenApp (7)</li> <li>• Ability to assist remote users and diagnose problems they may have accessing remote applications.</li> <li>• Use of XenApp Management Consoles</li> <li>• Degree qualified or relevant work experience</li> </ul>
<b>Core Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows (2010 and previous versions) and active directory</li> <li>• Microsoft Office (MS Office 2019/Office 365) and Microsoft Exchange (2016/365)             <ul style="list-style-type: none"> <li>○ Word – edit and maintain complicated documents, including table of contents, header and footers, linking, macros and hyper linking to other applications</li> <li>○ Excel – apply formulae, macros, pivot tables link tables and advanced functions</li> <li>○ PowerPoint – work with charts, linking, animations, flow charts</li> <li>○ Outlook - good knowledge of Outlook</li> <li>○ Good working knowledge and use of Active Directory Users and Computers console and other administrative management consoles including Exchange Management Console</li> <li>○ AV (Audio Visual) support and training experience</li> <li>○ Zoom - Support and user training experience</li> <li>○ MS Teams - Support and user training experience</li> </ul> </li> <li>• Citrix XenApp</li> </ul>

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	Excellent interpersonal skills and ability to work under pressure
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### Version Control

Document Owner	People Directorate			
Version number	2.0			
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency			Next review date:	
Document reference				