



Role Title: S5 2nd Line Support

Cheshire Constabulary has an exciting opportunity for an IT Support Analyst to join our 2nd Line IT Support Team, based at our Winsford Headquarters.

As a member of our 2nd Line IT team, you will be Responsible for providing a professional, competent, responsive and customer-focused 2nd-line technical support function for the Force's IT Systems, prioritising workload and investigations according to the impact on the customer(s) and/or business unit(s) affected and liaising with colleagues both inside and outside the team to ensure the right outcomes are obtained for the customer.

You may be required to provide resilience to the 1st Line Service Desk as and when required (for example periods of high demand) and may also include working on the IT reception desk if required to do so.

The ideal candidate will meet the requirements outlined in the experience and qualifications section in the role profile attached to this advert and the application should be able to evidence their Customer Service experience, working part of a team, prioritising jobs, as well as demonstrating their technical IT knowledge and experience.

The role of 2nd Line Support covers all Cheshire Police and Fire stations. Starting from our Winsford HQ office, you will be required to attend our police and fire stations in a work-supplied vehicle, resolving issues where remoting to a device is not feasible. The role covers Monday to Friday and offers flexible working hours based around our core hours period.

Cheshire Constabulary will work hard to ensure you learn a range of skills in this post. There is opportunity for both vertical and horizontal promotion. We can also offer a range of courses to improve your skillset, both in-house and externally.

Please complete the questions in this application, evidencing your qualifications, experience, knowledge/skills/abilities

Please note that curriculum vitae's will not be accepted.

You will need to give full, clear, specific examples demonstrating how you meet the criteria mentioned in the "2nd Line IT Support Profile". Please make it clear which criteria you are evidencing. It is the examples you provide in the supporting statement that will determine if you are suitable for the role.

Important: The information and examples provided in the supporting statement is how applicants are marked/scored as to how their examples meet the essential and desirable criteria required for the role.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Educated to level 4 in IT or business-related subject or equivalent experience (E)
- ITIL Foundation Certificate (D) (or relevant experience with an aim to achieve ITIL within 12 months)
- Full driving license

Experience:

- Significant experience working in a customer focused environment (E)
- Some experience of working to targets and performance indicators (D)
- Significant experience in a technical support role (E)
- Significant technical knowledge which should include Windows Client and Server, Desktop and Laptop Architectures, Microsoft Office suite, IP WAN/LAN networks, thin client architectures and browser technologies, audio-visual equipment. (E)

Where the role requires a specific qualification, you will also be required to bring the original certificate as proof of your achievement and a photocopy to interview.

Cheshire Constabulary is fully supportive of equality and diversity and strives to employ a workforce which is representative of the community it serves. Applicants are welcomed from all underrepresented groups and support will be made available throughout the recruitment process for all applicants. Under-represented groups include:

- *Females*
- *Those from a Black or Minority Ethnic (BME) background, including non-visible ethnic minorities such as Czech, Slovak, Polish, and Gypsy/Traveller's*
- *Individuals from the LGBT+ community*
- *People with disabilities*
- *All other characteristics protected by the Equality Act 2010.*

If you have any queries in relation to equality and diversity, or have a request for any additional support you may need, please email positive.action@cheshire.police.uk

The force operates a no smoking policy

Starting Wage: Scale 5: £24, 576