Role Title: S5 2nd Line Support

Department	IT
Job Family	Business Support: IT (internal) Support
Job Family Level	Level 1: Service Deliverer
Professional Profile	

Role Purpose

Responsible for providing a professional, competent, responsive and customer-focused 2nd-line technical support function for Cheshire Police and Cheshire Fire'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.

Role Accountabilities

- Provide resilience for the Service Desk as and when required (e.g. at periods of high demand, evenings and weekends), ensuring that the regular Service Desk procedures and service standards are adhered to, including keeping the customer fully informed about the level of service required; cover for the Service Desk may also include working on the IT Reception Desk when required to do so.

- Develop and maintain an excellent technical knowledge of Information Technology systems (generally), and Force Systems (more specifically), by refreshing knowledge of existing core systems at regular intervals; by engaging proactively in service transition activities (for new services); by spending time shadowing other members of staff on specific new initiatives; and by 'buddying up' with more technical staff to expand knowledge in specific areas.

- Assist with the transition and rollout of new systems/services, including - but not limited to - performing testing, device configuration/build, training/handover sessions, and service operations and monitoring; helping to develop service support materials and/or operating procedures/check-sheets; automation and a 'lights-out' approach.

- Identify opportunities for improvements in the way that support services are delivered, or the way that technical systems are operated; update support documentation; participate constructively in regular service improvement initiatives (e.g. Continuous Service Improvement Meetings)

- Undertake simple operations activities - e.g. performing 'daily checks' - as agreed with the Technical Support Manager, to provide additional capacity into the Operations Team, ensuring that work schedules are properly followed, 'check-sheets' updated, etc.

- Support IT Surgeries when requested, to improve customer engagement, knowledge of customer priorities and business processes - so that a better service can be delivered.

- Provide advice and guidance to customers as appropriate, ensuring all communications are courteous, professional, helpful and informative; this may be provided both in a support context, or when handing over new equipment, and may extend to delivering rudimentary ad-hoc training and familiarisation packages.

- Responsible for maintaining a sound awareness of key support contracts for core systems, and for escalating faults to 3rd party suppliers in a timely and helpful fashion when the need arises - providing the relevant supporting documentation and diagnostic logs to assist with the investigation, as requested by the supplier (whilst ensuring that there is no unauthorised disclosure of information).

- Interrogate and maintain an asset management system ensuring all equipment is appropriately allocated, stored securely and maintained

- Provide on-site 2nd line support at any Police or Fire locations with Cheshire and occasional beyond, as required.

For the post holders level of responsibility ensure that all; arrangements, activities, equipment, supervision and staff health, welfare and training are complied with as fully detailed in the Health and Safety Policy.

It is the responsibility of all staff to promote equality, diversity and Human Rights in working practices including developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, contributing to developing equality of opportunity in working practices and challenging inappropriate conduct. Staff should treat everyone with fairness and impartiality, whilst recognising differences in needs, perspectives, backgrounds and cultures.

Not withstanding the details in this job description, the job holder may be required to undertake other duties up to a level consistent with the principal responsibilities of the job.

Experience, Qualifications & Skills

Prior Education and Experience

- Educated to level 4 in IT or relevant experience
- ITIL Foundation certificate
- UK Driving Licence
- Ability to obtain Driving Authority for Police Vehicles
- Significant Experience of: working in an IT/IS department, some of which will have been spent in a PC support role, or network/server support role.
- Significant experience of working in a customer service environment.
- Some Experience of communicating with people at all levels
- Significant Experience of working with minimal supervision and planning own workload
- Some Experience of asset management
- Significant technical knowledge which should include Windows Client and Server, Microsoft Office suite, software deployment, IP WAN/LAN networks, virtual infrastructure and browser technologies.

Desirable Experience
- Some experience of working to targets and performance indicators

Skills

Essential

- Excellent problem-solving and analytical skills
- Good working knowledge of IT Systems and Technologies (including Network and Server Infrastructure, Storage Systems, Desktops and Mobile Devices) and also Business Systems (i.e. Corporate, Departmental, and 'Office' Applications)
- Strong customer-service ethos reflected in all customer contacts and the general approach to service delivery
- Excellent communication skills with the ability to listen, empathise and reassure
- Able to assimilate new information quickly in a dynamic environment
- Ability to work to a high degree of accuracy with attention to detail maintaining high standards of information recording.
- Ability to work effectively in a team, supporting colleagues and helping to develop a good team ethic

Desirable

- In depth knowledge of how different systems are utilised by the business in order to provide resolution of complex system issues
- Significant technical competence with IT, familiar with using Microsoft Office, e-mail, service centre technologies and business applications