

### **Job Description**

**Job reference:** 895-GMSS-1005

**Job Title:** Service Desk Officer

**Team:** IT Help Desk

**Band:** 5

**Contract:** Permanent

**Responsible to:** Service Desk Team Leader

**Accountable to:** Service Desk Manager

**Location/base:** St James House, Failsworth, Home

#### **Job Purpose**

Provide in-depth technical support for all software and equipment supported by the IT Shared Service. Support will be carried out in accordance with the customer's Service Level Agreement as well as the departmental guidelines and policies in the most efficient way.

The Service Desk Officer is the first point of contact for all customers and responsible for ensuring all service requests and incidents are logged and managed appropriately. Administrative tasks in support of the service are also performed.

The post holder is responsible for conducting the Incident Management, Request Fulfilment and Configuration Management processes to mandated policy and procedures.

#### **Key Working Relationships**

Service Desk Staff will have working relationships with other Service Desk Staff and Team Leaders. Staff will need to develop a working relationship with all end users from GP practices, CCGs and other customers and third parties. Supporting the End User, the Service Desk Officer will be capable of influencing decisions and gain the support of service leads. This may include instances where there are existing SLA'S that need to be supported. Communication is vital within their own team, with regular contact with Team Leaders. Also, communication with other Teams within IM&T also 3<sup>rd</sup> party contractors. Communicating with them in order to encourage them to meet organisational and customer needs. Regular contact with the customers, IM&T Service Desk, Engineering and Asset Management team is also required.

#### **In addition to the above;**

- Provide high quality and detailed first / second line technical support to internal policies and procedures based on recognised ITIL good practice for all customers seeking support, advice and assistance on all supported IT Systems and infrastructure.

- Handle queries by telephone, self-service portal, and occasionally face to face from users to provide detailed advice, guidance and resolutions for system problems to all customers in the effective use of systems, products and services available to them; demonstrates ingenuity in applying knowledge to non-standard situations.
- Help to ensure the Service Desk attains and seeks to improve internally set and customer facing targets.
- Deal with customers who may become agitated and verbally aggressive. They will have the ability to calm situations or refer them to a team leader or manager where appropriate.
- Use remote access tools, have the ability to detect, diagnose and resolve a high level of customer issues to reduce the need to travel to site. Where possible, the post-holder will minimise disruption to users' workflow by resolving reported incidents immediately using initiative to ensure high levels of customer satisfaction.
- Monitor and action the IT Service Desk queue for the team, efficiently responding to queries within agreed Service Level Agreements. Customers/Users should be kept informed of progress.
- Escalate customer issues and requests to Service Desk Team Leaders.
- Assess the impact and urgency of calls to enable appropriate prioritisation in line with Service Level Agreements
- Ensure that all customer/user requests and all actions taken in response to customer/user requests are recorded accurately and in detail using the service management (call management) system used by the IT Shared Service.
- Provide day-to-day system administration and support for systems managed by the IT Shared Service.
- Participate in IT Projects as required to support the implementation of new systems, services or infrastructure.
- Champions a customer focused approach and the delivery of high-quality products that respond to customers' needs and delight the GMSS customers.
- Contributes to the future business of GMSS through generating ideas for new and more efficient ways of working in response to customer requirements and self-generated insights.
- Participate in the review and resolution of major incidents where required
- Assist in the maintenance of IT asset inventories as required.
- Be able to work within other IT Service Desk teams as required by the needs of the service.
- Contributes to the future business of GMSS through generating ideas for new or more efficient ways of working in response to customer requirements and self-generated insights.
- Prepared to undertake and complete tasks outside of their job description on an as required basis in response to business demands.
- Undertake other duties that are considered to be within the general scope of this post as required by the Service Desk Team Leader.
- To assist with staff development by acting as a mentor and assisting with training of new staff where required.

## **Communication**

Service Desk Officers communication is vital between all Teams within GMSS IM&T department. We are all working together to ensure that the end users gets the best support available. Communication to other teams helps resolve user's issues.

Routinely communicate with customers to arrange FSM Engineers appointments and also deliveries of hardware items at mutually agreeable times.

Providing a wide range of IT advice and support.

Provide advice on complex, sensitive and/or contentious IT Issues to operational, CCGs and clinical staff and managers. They will assist where necessary to identify ways of helping end users to prevent re-occurring issues happening.

The post holder may be required to deal with enquires and other matters which are generally routine and are guided by standard operating procedures and good practice. This includes the raising of service request and incidents, changes, etc. Communicate with Team Leaders with any issues with volumes of calls.

Work may be monitored.

Manage all SLA'S and KPI'S to help the financial delivery of the agreed services of customers.

Communicate IM&T matters which may be seen as complicated by non-IM&T staff.

Communicate by sending comms to customers regarding current issues and planned maintenance.

## **Analytical and Judgement Skills**

Service Desk are responsible to analyse all data/information within our support tool.

It is vital that all data is kept securely and private.

## **Planning and Organising**

Plan, prepare and ensure all kit is working to support business needs.

Collaborate with other IM&T members and teams as appropriate, ensuring a smooth transition is planned and implemented.

Plans and organises own workload based on priority of customer requests, internal work and team improvement exercises. Manage the Service desk Team call and portal requests. Arrangement of meetings, customer engagement via the phone portal, and communications. Priorities will often shift due to the nature of incoming requests from customers and the individual urgency of those requests. Flexibility to help provide support.

Carry out on-going tasks as specified by their Team Leader.

## **Patient Care**

Service Desk staff deal with patient data on a daily basis assisting end users, it is important that any PID is removed from calls or attachments within ServiceNow to protect patient data.

## **Strategy/Policy/Service Development and Implementation**

The Service Desk Officer will assist in the development of an effective incident management policy. They will support the department in the development and improve procedures, systems and processes.

The post holder will be responsible for assisting the team in the development of service procedure, process improvements and contributing with ideas and suggestions on improvements. They will also work closely with key people from Service Management and Projects to implement changes proposed to internal processes.

Follows policies and procedures in own role as specified in the GMSS Procurement SOPs as well as improve and implement changes to it as business requirements change.

### **Responsibilities for physical and financial resources**

All Service Desk staff are issued laptops, VPN tokens and headsets for agile working. It is the staff responsibility to make sure the kit is kept in correct working order at all times. It is the officer's responsibility to ensure their kit is transported safely from home to base.

### **Information resources**

The routine use of the internal Service Management system to log, receive, track, update and resolve customer requests is required. This also includes identifying and resolving call queries from 3<sup>rd</sup> party companies, also staff based at St James House.

Raise requisitions through the ServiceNow system and manage the creation of reports and documents of such systems.

Ensure there is management of all incoming work and this includes managing changes.

The post-holder is required to review, adapt and contribute to the design of the Service Desk system to enhance the performance of the team and the wider GMSS team

### **Freedom to Act**

While team processes are in place, there will be a degree of independent working allowed, within the framework set out by those processes and the Service Desk requirements as set out by NHS England.

### **Research, Development and Audit**

**Service Desk are responsible for the audit of ServiceNow and all staff work to an ITIL process and associated SDI standards.**

### **Corporate Responsibilities**

- To promote GMSS's vision, and mission and to uphold the GMSS values in all day to day activities and delivery of services
- Take corporate accountability for the delivery of shared corporate responsibilities e.g. relevant contribution to Corporate Objectives, Risk Register and Assurance Framework.
- To ensure that GMSS develops a culture that promotes equality and values diversity and that the service you provide meets the needs of all service users. This may involve the development and monitoring of policies and procedures to ensure the services you provide are inclusive to all.
- To participate in an agreed on-call rota
- In accordance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions. This includes:
  - Undertaking risk assessments in line with GMSS risk assessment process;

- Reporting all incidents, near misses and hazards in line with GMSS's reporting arrangements/system
  - Undertaking a statutory duty of care for your own personal safety and that of others
  - Attending all statutory and mandatory health and safety training, appropriate to the role
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- Participate in the objective setting process as part of the annual Performance Development Review/appraisal process, to understand how own role and objectives are linked to team, directorate and corporate objectives, to review what aspects of your role are being done well, and to identify any areas for development.
  - Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.
  - Adhere to all GMSS policies and guidelines, including HR, Information Governance, Risk Management and Health & Safety policies.
  - Comply with relevant GMSS and own professional codes of conduct and accountability.
  - Maintain professional registration if this is a requirement of the job.
  - Carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.
  - Maintain the security and confidentiality of information you come across in your role in GMSS in line with GMSS policies and protocols.
  - All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within GMSS for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.
  - To carry out all duties and responsibilities of the post in accordance with GMSS's Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders. To promote awareness of and respect for Equality, Diversity and Human Rights in accordance with GMSS policies and procedures.