

JOB DESCRIPTION

Job Title: Desktop Support Engineer	Post No:	Grade: Band D
Directorate: IT Services	Division/Department: Infrastructure	Section/Location: Desktop Support/Auxilium House
Organisational information: Responsible to: Desktop Support Team Manager Professionally responsible to: Desktop Support Team Manager Dimensions: Responsible for: Staff – None Budget – None Responsible for delivery of IT desktop support across all clients, both on-site and remotely: 100+ Sites 6000+ Users Key relationships/Functional links with: <i>Internal:</i> • Other Information Technology colleagues, management and departments • Other Hoople colleagues, management and departments • All users of IT within customer supported organisations • Occasional links with Directors, Members, Executives, Councillors <i>External:</i> • Herefordshire Schools • Herefordshire GP practices • All Hoople customers • Herefordshire Partnership colleagues • Occasional contact with Suppliers of Hoople, Council and NHS IT equipment or software		
Main Purpose of Job: The post holder will be responsible for delivering IT desktop support to Hoople, Herefordshire Council, Wye Valley NHS Trust, Herefordshire and Worcestershire ICB and all other client organisations of Hoople Information Technology Services. The post holder will be responsible for providing effective, professional, customer focused technical IT support to the users of all Hoople customer organisations. Technical Skills will include the expert knowledge and maintenance of existing hardware and software desktop systems, and the implementation of commissioned desktop hardware and software.		

Customer Support may include remotely via telephone/videoconference, in-person from the Hoople Offices in Nelson House, and in-person at customer sites. Good interpersonal communication with empathy and the ability to establish customer-focused priorities is essential for supporting users with IT needs. Travel may be required as a duty of this post.

Desktop Support will require a methodical approach to problem solving, ability to work calmly under pressure and to maintain professional standards of conduct, especially whilst working alone at customer sites where you will frequently be the sole representative of Hoople.

Main Responsibilities / Accountabilities / KRA:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

- To resolve incidents, problems and changes on a day to day basis, within established SLA timescales and to be fully responsible for own technical work, establishing own milestones and targets
- To ensure that chargeable or non-funded work is appropriately identified and recorded or approved prior to work being undertaken
- To ensure that all work undertaken is appropriately logged and notes/information added appropriately
- To provide desktop hardware and software support and installation to all IT customers remotely and at customer's sites
- To provide server and network support to designated schools, GP and customers where required
- To ensure own skills and competencies are maintained and technical skills developed in line with technologies being deployed
- To assist with training and mentoring any new IT support staff or IT contractors
- To comply with all organisational policies and customer policies where applicable in own work and to perform functions according to national and local standards
- To motivate oneself consistently meet and strive to exceed agreed targets and achieve high levels of customer satisfaction
- To deputise or cover for own team members or seniors / leaders as appropriate
- To be proactive in improving services to all clients and striving to exceed client expectations, as well as influencing customers, suppliers and peers where required
- To act as a figurehead and advocate for Hoople Ltd, representing the company with professional standards of conduct, especially during site visits and 1:1 support where you may be the only Hoople employee present.
- To adhere to established service standards, processes and policies in order to ensure quality in service delivery
- To be proactive in working with others (e.g. IT staff, team leaders and managers) to improve processes and value for money
- To undertake tasks within specific projects relevant to own role, as directed by Team Leader, as well as providing technical expertise and advice to input into project work
- To input into the delivery of a programme of continual service improvement for the IT desktop support function
- To provide a professional, customer centric service to Hoople customers at all times
- To provide an out of hours support service to selected Hoople customers on a rota basis

Job Activities:	Frequency
• Provide 2nd and 3rd line technical support by means of telephone and remote support and planned site visits	Daily
• Organise, manage and prioritise own workload to maximise resolution of support requests within SLA timescales and achieve targets set	Daily
• Delivery, maintenance and replacement of desktop hardware and software to support designated clients	Daily
• Ensuring the security of customer hardware and software when transported to and from sites, and that of any other customer organisations	Daily
• To liaise with suppliers and internal and external support agencies	As required
• Evaluate and test software and hardware solutions prior to deployment	Daily
• Hardware and software fault diagnosis and resolution, undertaking investigative work where needed	As required
• To carry out IT project tasks and work as directed by team leader	Daily
• Network account administration and set up	Daily
• Observe information security, data protection and network security guidelines, reporting any breaches to IT Management	As required
• To carry out office moves or new office accommodation provisioning	As required
• To work with others to ensure the IT support and desktop environments are kept organised, tidy and comply with health and safety regulations and adequate standards for these environments	
• To keep comprehensive and appropriate documentation, and keep knowledge base information up to date in relation to IT desktop support services operations	As required
• To maintain an up to date inventory of licenses, hardware and software assets	Daily
• Responsible for installing and maintaining the Desktop systems, software and technologies that are deployed to client devices (mobile phones, mobile devices, laptops, PCs and printers)	Daily
• Maintaining standards in desktop imaging and imaging devices as per agreed standards	Daily
• Maintaining and working with tools for the preparation, testing and roll out of software and desktop components	Daily
• Carry out all routine housekeeping tasks and security fixes on the IT Desktop infrastructure and report on and resolve any issues identified	Daily
• Monitor service conditions using software and hardware diagnostic tools, ensuring errors, alerts and events are resolved	Daily
• To ensure that redundant desktop equipment is returned and disposed of according to all Council, NHS, Hoople and international standards	Daily
• To proactively identify recurring and consistent problems and find solutions to improve or correct those problems	As required
• Advise users on efficient data storage and file management, and on the use and purchase of IT equipment to ensure maximum benefit is obtained from existing hardware and technology	As required
• To proactively keep up to date with technology and advances	As required
• Work out-of-hours when operationally required, as directed by IT Management and provide remote support out-of-hours on an agreed rota	As required
Education and small business clients:	
• Support of hardware including backup devices and other associated back office hardware	As required
• Configuration and support of back office services such as email server software, backup software, firewalls etc.	As required
	As required

• Support of client server and peer-to-peer networks including currently supported versions of Windows Server and client operating systems and including Internet connectivity • Installation of business specific applications	As required
Other information: CRB Disclosure type: Standard The post holder is required to work during normal business hours according to the policies of the post holder's employer. The post holder may be required to provide support to staff on-call and occasionally may be required to work out of hours, in the evenings or weekends.	

Date Job Description last reviewed: March 2023