



IT Service Desk Administrator - Brighton

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| Department: | IT & Change |
| Reports to: | IT Service Desk Team Leader |
| Job Family: | Group Services |
| Career Family / Job Capsule: | Professional/Core Colleague |
| Key dimensions: | (£Budget, Team headcount FTE, any other relevant P&L metrics as they become available) |
| Direct Reports | None |
| Committee/Board membership(s) | None |
| Approved Senior Manager Function(s), Prescribed or Other Overall Responsibilities and/or any Certification Function(s) | Please tick one of the following (this is mandatory)*: - Standard role <input checked="" type="checkbox"/> |

Purpose of the role:

- Provide day to day 1st and 2nd line support for all services, user provisioning and achieving resolution against set SLAs.
- The job function includes end user support by telephone, face to face, email, via our ticketing system, remote assistance, as well as proactive checks.
- This role is broad and covers support of all business systems, any issues affecting IT services and infrastructure including desktop, laptop, mobile devices, telephony, and printing technology.
- Work including as an on-site shift rota and out of hours on call rota.
- Identify continual service improvements to ensure a best class service is delivered at all times.
- Communicate and feedback opportunities for further first-time fixes to fulfil a vision of shifting left.
- To act as a role model for behaviours and quality of service.
- Work as part of a team and on own initiative.
- Author documentation for addition to knowledgebase

**Key accountabilities:**

- Provide technical support for any issues affecting IT services and infrastructure including business applications, desktop, laptop, mobile devices, telephony, and printing technology.
- Manage own workload of Incidents, Requests, Small Changes, Project Tasks, and other objectives to SLAs and agreed timelines.
- To respond to incidents, delivering fixes in line with SLAs and escalating where there is significant impact.
- To deliver requests to SLAs or agreed timelines.
- Ensures issues are escalated in a timely manner to Team Leader and/or Line Managers.
- Identify repeat/reoccurring issues adhering to our problem management process as part of root cause analysis.
- Understanding of the implications/restrictions of software licensing.
- Provide cover for the on-site rota, an out of hours on call rota, to be available to implement support initiatives outside of normal business hours including evening and weekends to meet business needs.
- Provide support for Technology projects.
- Follow documented procedures to manage secure access to IT systems for starters, leavers.
- Maintain and create knowledgebase articles.
- Support for Joiners/Leavers/Movers process.
- Documentation - Creating and maintaining technical procedures and "How-To" documentation for the relevant audience.

Skills / Experience / Knowledge:**Technical Skills**

- Windows 10 OS – Relevant MS qualification desirable
- Active Directory – Relevant MS Qualification desirable
- Knowledge of machine hardware and software – HP/Dell and MS Office preferred
- Understanding of ISO, iPads, and iPhones
- Knowledge of enterprise systems used to automate build images for all devices and software development – SCCM preferred
- Knowledge of managing telephony systems i.e. Softphone, headsets, voicemail
- Knowledge of centralised network printing solutions – Papercut preferred
- Knowledge of remote support and mobile device management



Desirable qualified to at least one of the following levels:

- ITIL V3/4
- Service Desk Institute (SDI)
- SCCM Administration
- Microsoft Certified

Essential

- Windows 10 Operating systems, configuration, and support.
- Microsoft SCCM and application deployment
- Knowledge of Microsoft Office
- Knowledge of Service Management ticketing platforms – Ivanti desirable
- Well-organized, good at prioritizing and attentive to detail
- Strong customer focused skills: effective communications skills and can build a good rapport
- General enquiries to be dealt with efficiently

Other Skills/Attributes:

- Proven knowledge of IT Best Practices and processes in support of a production environment in a Regulated Financial Services environment – ITIL V3/4 preferred
- Communication skills – to be able to effectively communicate to colleagues with varying technical ability. Can explain complex technical situations in a manner appropriate to the audience.
- Ability to work under pressure to meet business critical deadlines and SLAs
- Excellent interpersonal and team player skills
- Action and results oriented and able to work under stressful conditions
- Analytical and able to apply structured approaches to problem solving
- Very good time management skills and ability to work to strict timescales
- Enthusiastic and eager to learn
- Self-motivated and can work alone as well as in a team
- Flexibility and adaptability to rapid change
- Ability to work in multi-regional and cross functional teams
- Ensuring that IT services meet and at times exceed customer expectations
- Ensuring consistent delivery of quality solutions that meet operational deadlines
- Demonstrating accountability and see him or herself as responsible for IT meeting customer expectations



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| Values | <p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> • Principled • Courageous • Effective <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p> |
| Adaptability | <p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p> |
| Performance Management | <p>All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.</p> |
| Health and Safety | <p>Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974 and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.</p> |
| Equality and Diversity | <p>The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.</p> |
| Confidentiality | <p>The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR).</p> |

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| Regulatory | <ul style="list-style-type: none"> • To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role • To abide by the Rules of the Society at all times • To understand and comply with all Group Governance Policies, as appropriate to the role • To deliver all apportioned accountabilities and responsibilities |
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| Individual Conduct Rules | |
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| Rule 1 | You must act with integrity |
| Rule 2 | You must act with due skill, care and diligence. |
| Rule 3 | You must be open and cooperative with the FCA, the PRA and other regulators. |
| Rule 4 | You must pay due regard to the interests of customers and treat them fairly. |
| Rule 5 | You must observe proper standards of market conduct. |
| Rule 6 | You must act to deliver good outcomes for retail customers. |
| Senior Conduct Rules: Applicable to Senior Management Function(s) roles only | |
| SC1 | You must take reasonable steps to ensure that the business of the firm for which you are responsible is controlled effectively |
| SC2 | You must take reasonable steps to ensure that the business of the <i>firm</i> for which you are responsible complies with the relevant requirements and standards of the regulatory system. |
| SC3 | You must take reasonable steps to ensure that any delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively. |
| SC4 | You must disclose appropriately any information of which the <i>FCA</i> or <i>PRA</i> would reasonably expect notice. |

| Declaration | |
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| I confirm I have read and understood the content of this Job Description and I accept the content as an accurate description of the role I am required to perform. | |
| Job holders full name: | |
| Job holders signature: | |
| Date: | |



Version Control:

| Amendment Summary | Date | Reviewer |
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| Updated to be aligned with the requirements under SMCR. | 24 October 2019 | Lawrence Quirk |
| Updated to accommodate solo regulated SMCR requirements | 16 December 2019 | Julie Cogger |
| Updated to include new Rule 6 Conduct Rule. | 9 Feb 2023 | Lawrence Quirk |
| Updated to amalgamate the standard, CF & SMF job description template and new values | 3 April 2024 | Heather Duckett |