

## Job Description

Post Details	
Job Title: Technology Service Desk Operative	Grade: A06
Department: Technology	Division: Select Division A Division FHQ
Reports to: Service Desk Manager	Contract Type: Select Contract Type
Level of Vetting: <b>Non-Police Personnel Vetting</b>	Numbers in Post: 5
Purpose of the Post	
<p><b>PURPOSE OF THE POST: Why the post exists and what it has to achieve</b>  <b>In accordance with business requirements, provide a first contact technology support service to staff throughout BTP in relation to technology issues and service requests, as detailed in the Technology Department Service Level Agreement.</b></p> <ul style="list-style-type: none"> <li>• Work With departmental colleagues to deliver a high level of support service as outlined in the Technology Department Service Catalogue.</li> <li>• Work as part of the Service Desk Team to ensure, through the use of ITIL best practice, that the support service delivered is efficient and effective. Ensure through targeted activity the disruption to IT services experienced by BTP staff is minimal.</li> <li>• Responsible for the administration of BTP network accounts from cradle to grave ensuring that confidentiality, integrity and security of information is maintained.</li> <li>• Capture and record details of Technology incidents using the Technology Department Incident Management Software.</li> <li>• Process incidents as appropriate to resolution, escalation or management through third party, retaining ownership of the incident throughout the process.</li> <li>• Contribute to increased Departmental efficiency through facilitating knowledge sharing through the development of a Knowledge Base.</li> <li>• Procure Technology items on behalf of BTP staff. Managing the process to ensure best value goods are sourced and deployed.</li> </ul>	
Principal Accountabilities	
<ul style="list-style-type: none"> <li>• Provide first contact service for technology related queries from all BTP staff. Ensure service provision meets personal and team objectives agreed.</li> <li>• Accept and discharge ownership of personal workload ensuring all work is resolved to customer satisfaction and within Service Level Agreements.</li> <li>• Manage incidents with third party suppliers to resolution within Service Level Agreement.</li> <li>• Create incidents for resolution by technicians elsewhere within the Department. Contribute to an efficient and effective resolution of these incidents by ensuring all relevant information obtained and recorded prior to escalation.</li> <li>• Provide First Line Support for Incidents raised, implementing first fix fixes.</li> <li>• Actively trouble shoot new Incidents and record and document any first-time fixes that are discovered.</li> <li>• Implement, manage, and develop a Department Knowledge Base. Ensure the Knowledge Base is used by staff throughout the Department to resolve incidents within their SLA and minimize any disruption to service. Ensure articles are regularly reviewed to guarantee accuracy and relevance</li> <li>• Create incidents for resolution by technicians elsewhere within the Department. Contribute to an efficient and effective resolution of these incidents by ensuring all relevant information obtained and recorded prior to escalation.</li> <li>• Proactively update end users on open tickets, working to drive technical owner to resolution within SLA.</li> </ul>	

- Make a positive contribution to the policing plan by achieving a high first line fix incident resolution within SLA as detailed in individual IPAs and the Technology Department Service Catalogue.
- Oversee the procurement process for all Technology purchases from capital and revenue budgets across the Force. Ensuring processes and procedures are adhered to such as meets legal and organization auditing requirements.
- Responsible for the day-to-day security, confidentiality and integrity of data held on the BTP network through account administration of computer accounts for BTP employees. This responsibility includes creation, deletion, profile transfers and folder permissions.

#### Decision Making

- Ensures process and policy are being adhered to.
- Makes decisions when to escalate to senior TSD team lead or TSD manager.
- Makes fact-based decisions when to escalate a possible P1/P2 Incident.
- Guides end users to resolve incident via first time Fix.

#### Contact with Others

- The technology Service Desk is the first point of contact for all BTP end users when requiring assistance.
- BTP staff of all grades and from all Departments.
- External technology Third party suppliers including DTP, HP, 2E2.
- BTP Senior Management Team (SMT)
- BTP Senior leadership Team (SLT)

#### Qualifications and Training:

- Qualification in computing or a minimum of one year's practical experience in a Service Desk environment of similar proportions.
- Use of Service Desk Tools, i.e., Fresh Service/Service Now/ CMDB
- GCSE or higher education qualification.

#### Experience:

- The skills, knowledge, experience, qualifications, and training required to perform the job.
- Technology Service Desk experience in a high paced environment.
- Ability to own incident and drive other technology teams to resolve open tickets

#### Skills:

- High level verbal and written communications skills with ability to demonstrate interpersonal skills of persuasion and negotiation.
- Ability to capture, record and relay information in a concise and straightforward manner.
- High attention to detail and level of accuracy.
- Ability to develop and maintain effective working relationships with key stakeholders and colleagues.
- Self-starter, self-motivated with the ability to work under pressure, produce high quality work, and exercise both initiative and discretion.
- Effective time management, prioritization, and organizational skills.
- Highly effective customer service skills.
- Good IT skills.
- Flexible approach to work.
- Strong ability to work effectively towards business priorities without close supervision or direction.
- Ability to work effectively in a busy environment.
- Owning and Prioritizing your workload to deliver a high level of performance and accuracy is met and maintained.

Knowledge:
<ul style="list-style-type: none"><li>• Knowledge of ITIL.</li><li>• Microsoft Office</li><li>• Fresh Service</li><li>• CMDB and Asset management</li></ul>
<b>Additional Information</b>
The role will be office based in FHQ Camden London. The role will be shift based. Mon-Fri Shift Pattern One Saturday in every five weeks,
<b>For Panel to complete only:</b> <b>Line Manager Approval:</b> (this is only signed off when the line manager has approved the final version) <b>Panel Approval:</b> (this will only be signed off once the job has gone through the Job Evaluation Panel) <b>Date:</b> <a href="#">Click or tap to enter a date.</a>

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission