Technical Services Assistant

Reporting to	Technical Services Manager		SPOT/Grade	Voluntary Living Wage
Business Area	Digital Services		Function	Technical Services
People Manager	Yes ☐	No ☑	Number of direct Reports	None
Budget Holder	Yes ☐	No ☑	Location	Agile/Offices as required

Job Purpose/Summary

The Technical Services Assistant will provide support to the IT service desk so that end users across our group can accomplish business tasks working at home, in the office and remotely across the UK.

Key responsibilities

1	Support a timely and effective I.T support service to PHG and deal with service requests generated from the service desk system
2	Document all end user identification information, including name, department, contact information and nature of problem or issue.
3	Assist with first line enquiries, such as setting up devices iPads, mobile phones for new starters or where needed for existing staff.
4	Helping manage stock, orders and set up users, making changes to staff lists on the telephone system or eLearning platform.
5	Install anti-virus software and ensure virus definitions are up-to-date.
6	Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
7	Dealing with incoming calls/ e-mails and self-service requests through the IT portal from internal customers requesting help or advice on a wide range of application support and IT services.

Corporate Responsibility

You will comply with the Group's Equal Opportunities, Customer Care and IT policies. You will undertake any additional learning and development considered relevant to the performance of the duties of this post and in furtherance of the Group's objectives. You will adopt a corporate, coordinated, and co-operative approach to working and assume other duties as necessary to reflect the changing workloads and priorities within the department. You will support and demonstrate the Group's values and behaviours and participate fully in the Group's performance planning and review processes.

Health and Safety and Compliance Responsibility

All colleagues (including temporary or agency staff and apprentices) are responsible for taking care of their own health and safety and that of others who may be affected by what you do at work. Colleagues must not misuse anything provided in the interests of health and safety, or bring items from home for use at work, unless specifically authorised to do so. You must comply with the Group's Health and Safety Policy which

describes specific health and safety responsibilities for this post, within its appendices. Further information is available from the Group's Health and Safety Team upon request.
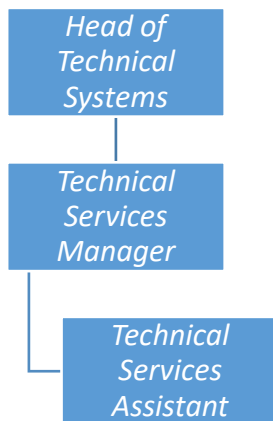
Environmental Factors/Additional Information

You will be required to work from our offices in Leyland for most of the time, agile working arrangements can be agreed upon offer. This role may include occasional travel between office locations.

This role may include sitting for extended periods of time, and the lifting and transporting of moderately heavy objects, such as computer equipment. Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.

Organisation

Management Reporting Lines

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┌─────────────┐
│  Head of    │
│  Technical  │
│  Systems    │
└──────┬──────┘
       │
┌──────┴──────┐
│  Technical  │
│  Services   │
│  Manager    │
└──────┬──────┘
       │
       │  ┌─────────────┐
       └──│  Technical  │
          │  Services   │
          │  Assistant  │
          └─────────────┘
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This job description is not exhaustive and serves only to highlight the main requirements of the post holder. This job description will be reviewed regularly and may be subject to change.

The line manager may stipulate other reasonable requirements and the jobholder will be expected to adapt and carry out duties as required where these are within the individual's remit and capability, and consistent with their status and responsibilities of the role within the organisation.

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title: Technical Services Assistant

Department: Technical Services

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Knowledge		
1. An interest in starting or restarting a career within Information Technology	**E**	Application Form / Interview
2. Work experience dealing with persons on the phone and in writing	**E**	Application Form
3. An understanding of networking principles with Microsoft server and desktop environments	**D**	Interview
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Skills / Attributes		
1. Experience of Desktop operating systems and applications	**D**	Application
2. Experience of application support within an I.T Helpdesk/ Service Desk environment	**D**	Application
3. Highly self-motivated	**E**	Interview
4. Keen attention to detail	**E**	Interview
5. Very strong customer service orientation	**E**	Interview
6. Excellent written, verbal and interpersonal skills	**E**	Interview
7. Experience working in a team-oriented, collaborative environment.	**E**	Application

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Experience 1. Experience of working effectively in a customer service environment.	**D**	Application Form
2. Effective use of Microsoft office and equivalent software.	**E**	Interview

Group Values

An important aspect of working for the Group is the ability to recognise, demonstrate and apply our values to ensure we deliver an effortless customer experience. These are embedded in all roles, and you are expected to align your behaviours with our values which are;

People Focused:
Active listening, treating people fairly and open to different views and perspectives.
Forward Thinking:
Solution focused, challenges the process and open to trying new things.
Genuine:
Able to build trust, self-aware and does what they say they will do.
Expert:
Seeks feedback, actively develops owns skills and knowledge. Takes pride in doing a good job.
Collaborative:
Asks for input and offers help to others, recognises other efforts and shares learning and experiences