



Service Desk Officer

Position Description

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1 POSITION

1.1 Description

The Service Desk Officer is a member of the Service Desk team and provides the initial point of contact for clients submitting an incident or request for service. Incidents and requests received by telephone or email are logged in the company's service desk system and where possible, the Service Desk Officer will resolve the incident or request on the first contact. Where resolution on first contact is not possible, the Service Desk Officer will escalate the job to the Field Operations team or Solutions Team as appropriate.

1.2 Reporting

The Service Desk Officer reports to the Service Desk Manager.

1.3 Communication

The Service Desk Officer communicates with other Openet team members including System Administrators, Technical Consultants, Senior Consultants, and Managers.

The Service Desk Officer communicates with the staff and management of Openet's clients.

The Service Desk Officer communicates with third party equipment, application and service providers.

The Service Desk Officer is responsible for communicating with internal and external parties in a courteous and professional manner at all times.

2 RESPONSIBILITIES

2.1 General

The Service Desk Officer is responsible for maintaining an awareness of and complying with all company policies.

The Service Desk Officer is responsible for maintaining a safe and clean work environment and will comply with all health and safety policies of the company and clients.

The Service Desk Officer will conduct all activities in accordance with the vision and values of Openet.

2.2 Service Delivery

The Service Desk Officer is responsible for answering incoming telephone calls to Openet's Service Desk. Calls will be logged in Openet's service desk application in accordance with established and documented procedures and the Service Desk Officer will provide assistance to the caller, resolving the incident or request on first contact if possible.

The Service Desk Officer is responsible for monitoring of Openet's service desk email account and logging of incidents and requests for service into Openet's service desk application in accordance with established and documented procedures.

The Service Desk Officer may be called upon to attend client sites to provide desk side assistance to clients.

The Service Desk Officer may be called upon to participate in various project related activities.

The nature of the ICT industry dictates that some activities must occur outside of normal business hours. The Service Desk Officer is expected to participate in such after hours activity when required, including participation in an on-call roster.

2.3 Recording Of Activity

The Service Desk Officer is responsible for ensuring that all activity is promptly, accurately and concisely recorded in Openet's service desk system in accordance with documented guidelines.

The Service Desk Officer is responsible for the quality of information recorded in the service desk, understanding that such information is critical to the organisation's efficient delivery of services and reporting of activity to clients and management.

The Service Desk Officer will pay particular attention to the use of correct spelling, grammar and punctuation in the knowledge that this reflects the organisation's care and professionalism.

2.4 Continuous Improvement

The Service Desk Officer is responsible for actively identifying opportunities for improvement in all business processes.

The Service Desk Officer will participate in Openet's continuous improvement programmes.

2.5 Training

The Service Desk Officer will participate in professional development and training activities.

2.6 Documentation

The Service Desk Officer is responsible for ensuring that process documentation is adhered to when undertaking repeatable processes to ensure consistent, quality outcomes.

The Service Desk Officer is responsible for identifying repeatable processes and preparing process documentation according to Openet's standard documentation methodology.

3 REQUIREMENTS

3.1 Required Behaviours

A responsible, disciplined, self motivated, pro-active approach to work.

Ability to work in a team environment.

Excellent telephone manner.

Attention to detail.

Punctual.

3.2 Education

CompTIAA+ or equivalent demonstrated experience.

Diploma or undergraduate degree in information technology is highly desirable.

Commitment to ongoing personal and professional development and learning.

3.3 Skills

Openet has adopted the Skills Framework for the Information Age v4G released by The SFIA Foundation as a model for describing IT skills and levels of competency.

Information on the SFIA framework can be found at www.sfia.org.uk . Familiarity with the SFIA Framework reference 4G document, available from the SFIA, will assist in understanding the skill requirements specified in the following sections.

Sections of the SFIA framework without skills relevant to the position have been omitted.

3.3.1 Service Management

Sub-category	Skill	Required Level	
Service strategy	ITMG	-	
	FMIT	-	
Service design	CPMG Capacity Management	Level 4	Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
	AVMT	-	
	SLMO	-	
Service transition	CFMG Configuration Management	Level 2	Applies tools, techniques and processes for administering information (such as the tracking and logging of components and changes) related to configuration items.
	CHMG Change Management	Level 3	Develops, documents and implements changes based on requests for change. Applies change control procedures.
	RELM Release Management	Level 3	Uses the tools and techniques for specific areas of release and deployment activities. Administers the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.
Service operation	SYSP System software	Level 3	Uses system management software and tools to collect agreed performance statistics. Carries out agreed system software maintenance tasks.
	SCAD Security administration	Level 3	Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges, and operates agreed logical access controls and security systems. Maintains agreed security records and documentation.

	RFEN	-	
	ASUP Application support	Level 3	Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.
	ITOP IT Operations	Level 3	Carries out agreed operational procedures. Contributes to the implementation of maintenance and installation work. Identifies operational problems and contributes to their resolution.
	NTOP Network control and operation	Level 3	Carries out agreed network configuration, installation and maintenance. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Uses network management tools to collect and report on network load and performance statistics.
	DBAD Database administration	Level 2 - 3	Assists in database support activities. Uses database management system software and tools to collect agreed performance statistics. Carries out agreed database maintenance and administration tasks.
	NTAS Network support	Level 2	Assists in the investigation and resolution of network problems. Assists with specified maintenance procedures.
	PBMG	-	
	USUP	Level 2	Receives and handles requests for support following agreed procedures. Responds to common requests for support by providing information to enable problem resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.

3.3.2 Client Interface

Sub-category	Skill	Required Level	
Sales and marketing	MKTG	-	
	SALE	-	
Client support	ACMG	-	

	SSUP Sales support	Level 2	Communicates effectively with customers by telephone and in person. Assists in the provision of customer service, including technical advice and guidance on matters bearing on the successful use of products and services. Assists in devising solutions to customer requirements and solves straightforward problems.
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3.4 Product Knowledge

To successfully fulfil the requirements of the Service Desk Officer role, familiarity with the following products is required:

3.4.1 Operating Systems

Knowledge of Microsoft Windows Server 2003 and 2008 including user account management in Active Directory and file system security.

3.4.2 Desktop Applications

Microsoft Office suite including Word, Excel, Outlook, PowerPoint, Visio

3.4.3 Server Applications

General familiarity with Microsoft Exchange.

General familiarity with Microsoft SQL Server.

3.4.4 Hardware

General familiarity with desktop, laptop, server and network hardware.

General familiarity with mobile devices.

3.5 Experience

To successfully fulfil the requirements of the Service Desk Officer role, a minimum of 2 years experience in a similar role is required.

3.6 Other

Current C class drivers licence.

4 PERFORMANCE

4.1 Performance Review

Openet undertakes formal performance reviews on an annual basis.

Performance reviews normally commence in the month of May allowing salary reviews and budgeting to be completed prior to the end of the financial year in preparation for the following financial year.

4.2 Performance Indicators

Performance indicators are used to assist in the objective assessment of employee performance.

5 ACCEPTANCE

I hereby warrant that I understand the responsibilities and requirements of the position and will fulfil the obligations of the role.

Name

Signature

Date
