IT Servicedesk Support

Closing Date: Wednesday 8th May 2024, midday

Expected Interview Date: Mid-May 2024

Recruitment Reference:
HES/24/090

Starting Salary:
£27,149

Salary Range:
£27,149 - £30,221

(+ £2,250 Personal Development Scheme Allowance after 9 months qualifying period)

Pay Band:
Band B

Directorate:
Finance & Corporate Services

Location:
Hybrid - Longmore House and remote working

Line Manager:
Bryan Lee, Servicedesk Manager

Contract Type:
Permanent

Working Hours:
Full-time 35 hours per week /
Occasional weekend and evening work as required

Thank you for your interest in the post of IT Servicedesk Support with Historic Environment Scotland, based at Longmore House. This is a permanent and pensionable appointment.

Joining the IT Servicedesk, you will be the first point of contact for all colleagues across the business to access services provided by the IT Team. You will also be part of the team that is the mechanism to drive quality of service, prioritisation and allocation of resources to meet the demands of the business.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision
Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

Our Priorities
- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.

- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post, information about the team

The Information Technology (IT) Team manage, maintain and support the organisation's Information and Communications Technology (ICT) systems, on corporate and commercial networks. The department also work with the business to both implement new software and install updates and patches.

You will be responsible for accepting and resolving 1st and 2nd line IT support calls which have been logged through the ICT Servicedesk system. You will be expected to look at all incidents or requests assigned to you. You will also jointly cover the Servicedesk phone during normal office hours and be responsible for accepting support requests into the ICT Servicedesk via phone, email or the self-service portal.

Local procedures, guidelines and priorities will drive the call logging and routing of support requests via existing Servicedesk software, and you will be expected to liaise with 3rd party service providers as well as colleagues within IT. You will also be expected to contribute to the continuous improvements of the Servicedesk and related systems and procedures and assist in their implementation.

This is a technical post within the ICT Servicedesk Team, and as such applicants will be required to have good knowledge of Microsoft Office packages and operating systems, and a basic understanding of IT hardware in general. You will also be expected to communicate complex instructions concisely and clearly to a wide range of users. There will be a requirement to travel to sites to help end users with installations or to identify/fix issues. There will also be a requirement to provide cover for IT support out-with normal hours of business.

Key responsibilities, duties and objectives

- Assisting in the delivery of an IT Servicedesk provision and IT Support service for HES
- Resolving, where possible, 1st/2nd line ICT support requests received to the IT Servicedesk at point of call and manage the lifecycle of IT support calls.
- Providing rota-based cover for the IT Servicedesk (namely the IT Servicedesk phone, mailbox and Self-Service Portal) during normal hours of business, specifically 8.30am-5:00pm, plus out of hours support.
- To assist IT Technical Groups in the delivery of new and existing ICT support services as directed by line management.
- Using existing Servicedesk software, to log phone and email requests and accept requests received via the Self-Service Portal within defined timescales.

- Using existing Servicedesk software together with clearly defined instruction, to assign unresolved calls to IT Support Technicians or IT technical groups.
- Applying defined procedures and guides to all ICT support requests to ensure: IT staff manage workloads effectively; ICT support requests flow freely and effectively through the IT Servicedesk; Service Level Agreements are managed effectively.
- Providing reports/metrics from the Servicedesk software records as required.
- Assisting in the creation/development of new support methods and practices to develop the role.
- Identifying, during daily tasks, areas where the Servicedesk software, procedures and documentation can be created or improved to enhance quality of service or efficiency.
- Assisting with the implementation of improvements as directed by line management.
- Assisting with IT projects where required in the development of HES IT services
- To travel to HES sites and offices to install or fix HES IT kit

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:
- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential Requirements:
- Familiar with computing on Microsoft Windows Platform
- Good knowledge of Microsoft Office Suite
- General understanding of IT hardware
- Previous ICT service desk experience
- Customer service experience

Desirable Requirements:

- Experience in an ITILv3 (Information Technology Information Library) service delivery environment
- Access to independent means of transport

Qualifications & Professional Memberships:

2 x National Qualifications at SCQF Level 4 or above in English and a numeric subject is desirable. Alternatively, substantial relevant experience may be acceptable to academic qualifications

What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- childcare vouchers
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- access to a free Headspace membership
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all HES properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets
You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.

How to apply for this post

You can apply on-line by visiting our website at
https://applications.historicenvironment.scot/

Guidance on completing the application can be found in the 'Guidance notes for applicants' document also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you <u>fully</u> submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Bryan Lee, Servicedesk Manager, bryan.lee@hes.scot

We welcome all applicants from under-represented groups within HES. We know from our equality monitoring that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan we welcome applications from Gaelic speakers.

Human Resources
Historic Environment Scotland