Service Desk Advisor

accent corporate services

Peterborough // £22,167 per annum

This role offers an exciting and challenging opportunity for a customer service professional. Based in our Peterborough office, you will be a key member of the Accent ICT team, providing first line support services across the Group.

Your main responsibility will be to provide a professional customer focussed service offering efficient call handling and resolution, taking ownership of requests and issues.

With previous experience of working in a busy IT environment, you will have good customer service skills and experience of supporting users of Microsoft desktop/server products as well as a working knowledge of networking hardware.

We offer an excellent benefits package including flexi-time, a salary based contributory pension scheme with life assurance cover, generous holidays and both internal and external training opportunities.

Apply on-line at:
https://jobs.accentgroup.org

Closing date:
Friday 23 March 2012
Interview Date: Friday 30 March 2012

We positively welcome and support the diversity of the communities we work with and the people we employ.

POSITIVE ABOUT DISABLED PEOPLE

JOB DESCRIPTION

JOB TITLE: SERVICE DESK ADVISOR
DIRECTORATE: CORPORATE & SHARED SERVICES
REPORTING TO: SERVICE DESK MANAGER

SUPERVISORY RESPONSIBILITY:

None

OVERALL PURPOSE & OBJECTIVES OF POST:

The Service Desk Advisor is a member of a team providing a professional customer-focussed service desk offering efficient call handling and resolution, taking ownership of requests and issues.

PRINCIPAL DUTIES:

1. Act as the owner of the service desk call on behalf of the user from initiation to completion, proactively contacting the user to provide updates and expediting progress within the team
2. Accurately record all calls on the service desk system, if possible dealing with them there-and-then, keeping the user(s) up to date as the status changes.

   Incident Management
3. Provide initial diagnosis of customer's calls and emails, and categorise, prioritise and record them in an accurate and timely manner
4. When applicable, use technical experience and knowledge to attempt to find an immediate fix or work-round to a reported issue.
5. When incidents are resolved contact the customer to ensure that they are satisfied with the resolution.

   Problem Management
6. When necessary, pass logged service desk calls to the second-line technical support team for further analysis and resolution and oversee progress.

   Change Management
7. Advise affected users when there is a change of status of any of our systems.

   Customer Service
8. Deal with user's difficulties and requests in a sensitive and courteous manner, resolving calls during the initial contact where possible.
9. Develop FAQ help-sheets and bite-size e-Learning for our users for commonly reported issues.

   Asset Management
10. Maintain our software and hardware asset register in line with any changes or work performed.

    Service Improvement
11. Seek opportunities for further improving ICT Service Delivery.

    Administration
12. Order goods, supplies and services, where appropriate.
13. Process invoices and maintain financial records.

ADDITIONAL DUTIES:

1. To perform any other duties as reasonably requested.
2. Organise own work through the service desk
3. Contribute to the safety and security of the office environment
4. Set up and ensure the smooth operation of facilities for training, demonstrations, seminars and workshops.
5. Involvement in the installation or rollout of new software

LIAISON WITH/PERSONAL CONTACTS:

1. All users within the organisation
2. External suppliers
3. Service Delivery Manager
4. Infrastructure Delivery Team
5. Users of Accent systems outside the Group.
6. Other 3rd parties

SPECIAL FEATURES OF THE POST:

Some business travel will be necessary.

HEALTH & SAFETY

All Accent employees must comply with the statutory legislation contained in and related to the current Health & Safety at Work etc Act, Regulations, Approved Codes of Practice and Guidance. Compliance also includes all the Health & Safety Policies, Procedures, Safe Systems of Work and Guidance set out by Accent Group. Employers, line managers and employees must take reasonable care to ensure that they do not endanger themselves, or anyone else who might be affected by their work activities.

Training and supervisory arrangements are in place to prevent intentional or reckless interference and misuse of anything provided, by Accent, for health and safety purposes. Risk Assessments should be completed for all hazards identified in the workplace.

DEPARTMENTAL STRUCTURE:

Full Departmental Structure available from Human Resources Department

SD/LOU/DAC
09/10

Prepared by:	**Simon Green/Stuart Duthie**
Checked by:	**Debby Starr**
Date:	**January 2008 (0657T)**

ACCENT GROUP LIMITED
PERSONNEL SPECIFICATION

POST TITLE: SERVICE DESK ADVISOR

SUMMARY OF JOB: The Service Desk Advisor is a member of a team providing a professional customer-focussed service desk offering efficient call handling and resolution, taking ownership of requests and issues.

In all matters of employment and services provided by the Group we require everyone to respect and abide by our Equal Opportunities Policy, which allows for the right of individuals to be treated in a fair and equal manner.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED eg APPLN FORM/ INTERVIEW/PRACTICAL TEST
EXPERIENCE	• Experience in working within a busy IT environment • Experience in providing excellent customer service • Experience of Windows Desktop in a PC/Network hardware and software environment • MS Office, Email systems (Notes or Exchange) experience • Working effectively as part of a team	• Experienced in taking customer calls, particularly as part of an ICT helpdesk or service desk • Experienced in order and invoice processing and providing general administrative duties • Experience in maintaining an inventory or register (for example an organisation's hardware or software asset register) • Experience in working in a service-related that has clear performance targets for the services it delivers • Application support experience (other than Microsoft applications)	**Application Form and Interview**
QUALIFICATIONS	• Good standard of education at GCSE or 'O' Level standard, or equivalent, including English and Maths	• 'A' Level or Degree qualifications	**Application Form and Interview**
TRAINING	• Must be prepared to undertake any relevant training.	• Formal IT training or qualifications	**Application Form and Interview**
SPECIAL KNOWLEDGE AND SKILLS	• Excellent working knowledge of Microsoft Office products, especially Word and Excel • Highly proficient in the use and setup of a PC, particularly using Windows XP in a networking environment • Excellent telephone, face-to-face and written communication skills.	• Understand corporate standards, including the service targets under which ICT operate • Understand the service desk contributes to ITIL service delivery best • Awareness of ICT infrastructure (e.g. servers (e.g. Windows 2003), data/voice	**Application Form and Interview**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED eg APPLN FORM/ INTERVIEW/PRACTICAL TEST
	• Ability to create short training documents about specific features of a computer system (e.g. how to log on to windows) • Excellent training skills both on a one-to-one basis	communications, security arrangements, Citrix, etc). • Windows 2003 Server awareness • Citrix infrastructure awareness • Data/voice communications knowledge • Appreciation of Project Management processes	
PERSONAL CIRCUMSTANCES	• Access to car for work with valid driving licence. • Must be flexible to adapt to the requirements of the job • Flexibility to work from other Accent offices • Able to work with the team to provide extended hours of cover (e.g. from 08:00 to 18:00)		**Interview**
DISPOSITION/ADJUSTMENT/ATTITUDE	**Achieving Results** • Self starter, able to manage one's own workload (within the service desk) • Can-do attitude towards delivery of good customer service **Relationship Building** • Calm temperament with the ability to clearly describe technical issues or procedures to a non-technical audience • Builds good rapport and relationships with a range of different users **Driving & Embracing Change** • Displays a positive attitude towards change, encouraging and supporting others through it. • Takes an innovative approach and challenges existing methods, is willing to be flexible and adapt to new circumstances **Commercial Focus** • Awareness of the cost that user problems or system downtime has on a business **Strategic Thinking** • Understands how the service desk fits in with the ICT strategy and is supportive of this. **Communicating & Influencing** • Able to identify user difficulties and lead them through the solution step-by-step while on the phone or face-to-face. **Analytical Thinking & Problem Solving –** • Accurately analyse and record information within a structured environment. **Customer Focus**	• Customer service orientated • Confident • Calm/steady under pressure • Participative team member	**Interview**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED eg APPLN FORM/ INTERVIEW/PRACTICAL TEST
	• Flexible approach to problem solving to ensure that are users can continue using our systems. • Excellent customer service skills **Creativity and Innovation** • Thinks laterally and initiates creative discussion.		
PRACTICAL AND INTELLECTUAL SKILLS	•		
PHYSICAL	• Ability to move/lift IT related equipment		**Interview**

TERMS & CONDITIONS

JOB TITLE: **SERVICE DESK ADVISOR**

LOCATION: **MANOR HOUSE, 57 LINCOLN ROAD, PETERBOROUGH, PE1 2RR**

CLOSING DATE: **FRIDAY 23 MARCH 2012**
INTERVIEW DATE: **FRIDAY 30 MARCH 2012**

The successful applicant will be employed on Accent Group Standard Terms & Conditions of Employment.

CURRENT SALARY DETAILS:

The full salary for this post is £22,167 (with effect from 1 April 2012) per annum for new employees who fully meet the requirements of the post/Personnel Specification.

New employees/postholders who possess almost all of the requirements of the post/Personnel Specification, but with a few specific areas requiring some development in order to be fully effective, the starting salary will be 5% below the salary detailed above.

On some occasions, those who have development needs in a number of areas in order to fully meet the requirements of the post/ Personnel Specification, the starting salary will be 10% below the salary detailed above.

In any event, it is envisaged that all new recruits will reach the full salary for the post within approximately 12 months.

EMPLOYMENT TYPE: Permanent

CONTRACTED HOURS: 35 hours per week
For example 9am to 5pm Monday to Friday, with one hour for lunch.

Specific times to be agreed with the manager on appointment

For some posts, particularly senior posts, work in excess of contractual hours will be required

EMPLOYMENT SUBJECT TO: All offers are subject to the receipt of:

- Satisfactory References
- Medical Clearance
- Proof of Eligibility to Work in the UK

PROBATION: All employees are subject to a 6-month Probationary Period, during which time progress is closely monitored. Employees are transferred to

the established staff of the Group on satisfactory completion.

HOLIDAY YEAR: 1 January to 31 December

BASIC HOLIDAY ENTITLEMENT: 25 days per year

SERVICE DAYS: 1 day for each calendar year of service – up to a maximum of 5 days.

STATUTORY DAYS: 9 statutory holidays (2012)

PRIVILEGE DAYS: 3-4 days per calendar year to be taken as directed by the business – possibly between Christmas and New Year. Any days not directed will be added to your holiday entitlement.

BUYING ANNUAL LEAVE: The facility to request to purchase additional holiday of up to 2 of your working weeks in any one year subject to the needs of the business.

ALLOWED HOLIDAY CARRY OVER: 1 working week

FLEXI TIME: Core times – 10am to 12 noon and 2.30pm to 4pm
Earliest start time – 8am Latest finish time 7pm
Flexi time runs in a 4 week period
Maximum carryover/deficit in a 4 weekly period – 10 hours (pro-rata for part time staff)
Core time can be broken twice in one period.

NOTICE PERIOD: One Month

PAY PERIOD: 20th of the month or on the last working day before 20th if it falls on a weekend or Bank Holiday/ Privilege Day.

COMPANY SICK PAY: Sickness will be calculated on a "Rolling Year" basis. A rolling year is where we take the first day of a new period of absence and look back 12 months to see how much sickness leave you have taken between the two dates. The amount already taken gives the balance of the entitlement for the period of sickness absence.

- During the first 4 months of service – 1 month full pay.
- From 4 to 12 months service – 1 month full pay and 2 months half pay.
- During the second year of service – 2 months full pay and 2 months half pay.

- During the third year of service and over – 4 months full pay and 4 months half pay.

MATERNITY PAY & LEAVE AND ADOPTION PAY & LEAVE:

Employees who have average weekly earnings below the lower Earnings Limit for National Insurance have no entitlement to Company or Statutory Maternity Pay.

Weeks 1 - 6 = 90% of average weekly earnings
Weeks 7 – 18 = 50% of salary plus SMP up to a maximum of 100% of normal salary
Weeks 19 – 39 weeks = SMP only
Weeks 40 – 52 = no pay

If you leave within 3 months of the last day of absence Company Maternity Pay will be recovered, from your final salary payment. Maximum leave is 52 weeks. Service requirements for both pay and leave are as per current legislation.

PATERNITY PAY & LEAVE INCLUDING ADOPTION PATERNITY PAY & LEAVE:

Employees who have average weekly earnings below the Lower Earnings Limit for National Insurance have no entitlement to Statutory or Company Paternity Pay or Statutory or Company Adoption Paternity Pay.

Up to a maximum of 2 weeks taken as whole weeks. Periods of less than a week will be counted as a week. Leave to be taken within 56 days of the birth/placement.

Weeks 1 – 2 = SPP/SAPP only or 90% of salary if higher.

If you leave within 3 months of the last day of absence Company Paternity Pay or Company Adoption Paternity Pay will be recovered, from your final salary payment.

Service requirements for both Paternity and Adoption Paternity leave and pay are as per current legislation.

UNPAID LEAVE:

Applications will be considered, once in every 5

year period as follows:
After 1 year of service - up to 4 weeks.
After 2 years of service – up to 3 months.

LONG SERVICE AWARDS:

Based on length of continuous service, you will receive the following amounts paid in Vouchers.
10 years - £100
20 years - £200
25 years - £250
30 years - £300

PENSION SCHEME:

Employees are entitled to join Accent's salary based contributory pension scheme with Life Assurance Cover on commencement of employment. Contributions are currently 16% of salary from the Group and 9% from the employee. Employees are not eligible to join the Pension Scheme until they reach 18 years of age.

TRAINING:

Accent Group offers both internal and external training opportunities, and has an extensive catalogue of E Learning modules available for staff to complete. There is also the opportunity for sponsorship through Day Release/Professional Studies leading to qualifications. Everyone is encouraged to take advantage of the training opportunities offered however attendance is subject to manager approval and is dependent upon the level of the post and available budget.

APPLICATION INFORMATION:

At Accent Group we take seriously our responsibilities to reduce our carbon footprint. As a result we have chosen not to send letters to candidates whose application is rejected prior to interview.

However, we feel that it is important to acknowledge the time taken to make an application, and the interest shown in Accent Group. If you have not heard from Accent Group within 3 weeks of the closing date of the vacancy, you should assume that your application has not been successful on this occasion, however, please accept our thanks for your application.