



Job Description

1st Line ICT Desktop Technician

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| Department: | ICT |
| Grade: | 4 |
| Location: | Service Headquarters |
| Responsible to: | ICT Senior Technician |

Main purpose of the role

As a member of the IT Support team, the IT Desktop Technician will provide First Line support to HWFRS users. The post holder will assist the IT Help Desk with the Logging and diagnosis, support and troubleshooting of desktop and software application issues and also with the maintenance and deployment of new IT equipment throughout the Service.

Key Duties and Responsibilities

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| <ul style="list-style-type: none">• Deliver software/hardware to end users and perform any upgrades/repairs as necessary. |
| <ul style="list-style-type: none">• Provide First Line fix on relevant PC hardware/software and peripheral support to HWFRS desktop, mobile and terminal users. |
| <ul style="list-style-type: none">• Update documentation of procedures for the installation and support of desktop systems and associated equipment. |
| <ul style="list-style-type: none">• Monitor, progress, and escalate fault reports in line with departmental procedures. |
| <ul style="list-style-type: none">• Participate in the provision of a telephone support service and to respond as appropriate to help desk requests. |
| <ul style="list-style-type: none">• Be responsible for the establishment and provision of adequate documentation within the IT Department for inclusion in user guides, training information and system documentation. |
| <ul style="list-style-type: none">• Maintain and manage asset inventories of IT equipment and conduct equipment audits. |
| <ul style="list-style-type: none">• Attend and participate in departmental meetings as required. |
| <ul style="list-style-type: none">• Represent professionally and promote the reputation of Hereford & Worcester Fire & Rescue Service and the Service Support Directorate (as a 'One Directorate' lead) at meetings and groups both internally and externally, including the development of appropriate and constructive partnerships with relevant organisations that enhance the service delivery to the public of Hereford & Worcester Fire and Rescue Service. |

- Ensure integrity, fairness and consideration of the needs of others is incorporated into the daily duties and relationships with colleagues and the conduct and service delivery of allocated portfolio.

- To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

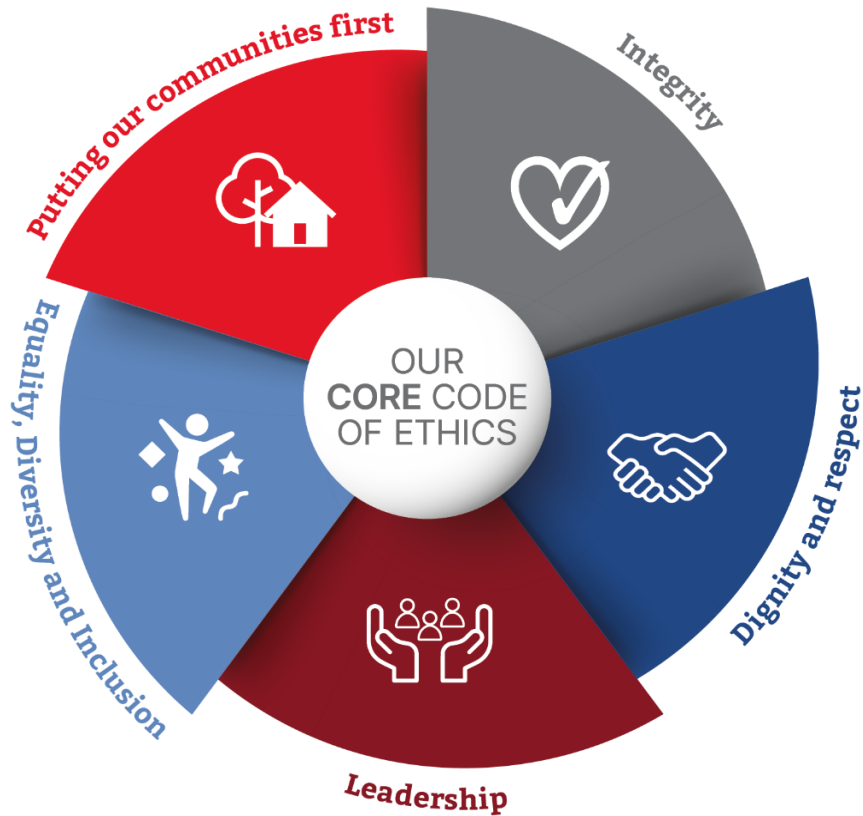
- Comply with statutory regulations and the Service's Health and Safety policies at all times so that a strong safety culture is maintained.

The job description sets out the main duties of the post at the time it was drawn up. Such duties will vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

| Requirements | Essential or Desirable | Identified by |
|---|------------------------|--|
| Qualifications and Training | | |
| Good Knowledge of ICT systems | Essential | Interview |
| Current Driving Licence and be a car driver | Essential | Application Stage/ Pre-employment checks |
| Experience | | |
| A good working knowledge of the Microsoft Windows desktop platform. | Essential | Application Stage/ Interview |
| Experience in creating and administering user accounts and user groups within Microsoft Active Directory. | Desirable | Application Stage/ Interview |
| A good working knowledge of Microsoft Windows file, folder and network shares permissions. | Desirable | Application Stage/ Interview |
| Practical knowledge/understanding of desktop computing hardware and technologies. | Essential | Application Stage/ Interview |
| Experience of working with utility programs such as anti-virus, anti-spam, backup | Desirable | Application Stage/ Interview |
| An understanding of good practices relating to ICT environment. | Essential | Application Stage/ Interview |
| A pragmatic approach to problem solving. | Essential | Interview |
| Good personal time management skills and the ability to work to tight deadlines. | Essential | Interview |
| The ability to display initiative and work without close supervision | Essential | Interview |
| The ability to assess the validity and accuracy of information to provide solutions | Essential | Interview |
| Skills and Abilities | | |
| Organisational skills, the ability to prioritise workloads, meet | Essential | Interview |

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| deadlines, work under pressure. | | |
| The ability to support technical colleagues in ICT technical projects. | Essential | Applications Stage/ Interview |
| The ability to identify technical problems and offer logical solutions. | Essential | Interview |
| Good Customer/user engagement and service delivery skills, with the ability to communicate technical issues using non-technical jargon. | Essential | Interview |
| Demonstrate ability to operate calmly and professionally under pressure. | Essential | Interview |
| The ability to work effectively within a team | Essential | Interview |
| Other Factors | | |
| A flexible, proactive approach | Essential | Applications stage/ Interview |
| Good interpersonal skills | Essential | Interview |
| Ability to use initiative | Essential | Interview |



Putting our communities first

We put the interest of the public, the community and service users first.

Integrity

We act with integrity including being open, honest and consistent in everything we do.

Dignity and respect

We make decisions objectively based on evidence, without discrimination or bias.

Leadership

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.