Job description

Job title: IS Service Desk Engineer
Level: Manchester IS Level 5
Section: Information Systems
Directorate: Resources
Reporting to: IS Service Desk Team Leader

Job purpose

The Service Desk Engineer will work in the IS Operations team and will be responsible for providing users with remote and desk side technical support across all GMC facilities.

Main responsibilities

1. To troubleshoot Service Desk tickets within service level targets to ensure a high level of customer service is provided.

2. To have extensive knowledge of Windows 10 O/S and Office 365 suite to be able to support a rollout of this technology and support as a new IS Service in the longer term.

3. To escalate tickets to the Infrastructure team or third parties such as external support or maintenance companies, as appropriate, to ensure the timely resolution of calls.

4. To produce technical documentation for use within the department and user guides for the business to ensure the effective use of systems.

5. To provide telephone support answering, logging and prioritising Service Desk tickets to ensure that the service level targets are met.

6. To take responsibility for leading or providing technical assistance on projects when required.
7 To deputise for the IS Team Leader when the Team Leader is out of the office, as part of succession planning.

8 To complete daily, weekly, monthly, quarterly and ad hoc administrative tasks to ensure the Service Desk runs efficiently.

9 To provide support for the Windows network, desktop applications (including Microsoft Office, Avaya telephone system, Android, Apple, VPN, Citrix, Exchange email) and other IS systems.

10 To carry out day-to-day administration of the Windows infrastructure and to resolve technical problems as appropriate.

11 To produce management information and statistics for systems and services to ensure that they are running efficiently and performance improvements can be identified.

12 To provide training, mentoring and support for team colleagues either directly or through the knowledge base to ensure maximum knowledge distribution within the team.

13 To comply fully with the Data Protection Act, other relevant legislation and GMC policies and procedures to ensure confidentiality and GMC standards are maintained at all times.

14 To identify improvement opportunities to ensure the quality performance and efficiency of the IS team and systems are continually getting better.

15 Attend meetings with internal clients and external companies representing the department.

16 To complete site visits, on a rota basis, to regional offices in Scotland, Wales and Northern Ireland to complete customer care, support and asset auditing activities.

17 To provide cover for colleagues in the directorate as required.

18 To participate in staff training as required.

19 To take part in the out of hours support rota.

20 To maintain confidentiality of data at all times and to follow Data Protection guidance and GMC and departmental policies and procedures.

21 Such other reasonable duties as may be assigned from time to time.
Special Features

The position is largely based in Manchester; however the post holder will be expected to occasionally visit the GMC’s London, Edinburgh, Cardiff and Belfast offices which may include overnight stays.

The post holder will need to take part in an out of hours support rota and occasional out of hours work.
Key skills

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Key skill 1 – technical knowledge and skills

a A strong background working in a Service Desk / IS environment troubleshooting and providing technical support, ensuring that service level agreements are met.

b The ability to effectively support and administer Microsoft systems and environments (Windows 7, Windows 10, Office 2010, Skype for Business, Office 365, Active Directory, and Exchange server), knowledge of Video conference equipment (Polycom), Exam Management systems/software and knowledge of Ivanti / LanDesk would be advantageous.

c To be able to follow Service Desk, Problem, Incident and Change control processes and procedures.

d To have experience and/or knowledge to working in Prince2, ITIL and Agile environments.

e To have a good understanding of the Data Protection Act and the importance of maintaining confidentiality at all times.

Key skill 2 – interpersonal skills

f The ability to rapidly establish credibility with customers and colleagues by quickly identifying the nature of a Service Desk enquiry and taking appropriate steps to respond to it.

g The ability to demonstrate excellent customer service skills including responding positively and creatively to the needs of others whilst working to service standards and departmental policy.
Excellent interpersonal skills including the ability to deal with customers in a polite, friendly and calm manner and diffuse difficult situations with appropriate sensitivity and empathy.

The ability to work alone, using initiative, and to work constructively as a member of a team supporting others.

**Key skill 3 – organisational skills**

The ability to prioritise Service Desk tickets taking into account workload, resources and other priorities.

The ability to manage a busy workload and respond to conflicting priorities.

**Key skill 4 – communications skills**

The ability to write in a clear, concise and accurate manner, including the aptitude for producing technical documentation and user guides.

Excellent verbal and written communication skills to enable liaison with a wide range of people including doctors, colleagues and external stakeholders such as third party contractors.

An excellent phone manner, including the ability to quickly understand information over the phone and deliver a positive and helpful customer service experience.

**Key skill 5 – innovation and problem solving skills**

Innovative and able to solve problems logically and methodically to suggest improvements to individual, team and department processes.

Jan 2019
Terms and conditions

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The following terms and conditions apply to this post:

Manchester salary: £24,197 to £32,308 plus an on call allowance after 6 months

Annual leave: 25 days a year, rising 1 day per each year of service up until a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over the Christmas holiday.

Pension: Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
**Health care:** Private medical insurance care with AXA PPP Healthcare. Employee Assistance Programme with AXA ICAS.

**Hours of work:** The normal working hours are 37.5 hours a week on a rota between 08.00 – 18.00, Monday to Friday.

**Location:** This post is based in our Manchester, however there may be travel required to other sites.