Role: IT Helpdesk Technician  
Salary range: £21,087 to £24,891 per annum  
Hours: 37 hours a week (applications on a job share basis welcomed)  
Location: Holyrood, Edinburgh

The Business Information Technology (BIT) Office is responsible for developing and maintaining the IT solutions and their underlying infrastructure which support and enable the business of the Parliament and its Members. The office supports approximately 1400 network users with the majority of services delivered from Holyrood. Our environment is mainly Windows 10 and Office 365. In addition, BIT also supports in excess of 100 constituency and regional offices as well as homeworkers.

Working in the Client & Desktop Services team your responsibilities will include:

- providing 1\textsuperscript{st} and 2\textsuperscript{nd} line support for hardware and software including smartphones, tablets, laptops, and PCs
- prioritising and diagnosing incidents, and implementing solutions
- planning, co-ordinating and implementing technical changes to meet client requirements
- installing hardware or software in line with processes
- ensuring that IT assets are tracked and updated on our database
- using and contributing to the knowledge base of common fixes and procedures
- providing advice to users on systems, products and services and guidance on how to use them
- sharing information and assisting others with calls
- recording and categorising work so that service levels can be monitored
- maintaining service levels and highlighting possible improvements

Skills, Qualifications and Experience

You will need experience of working in an IT support capacity, or a relevant degree or professional qualification in IT. You must be able to demonstrate:

High Quality Customer Care
- A passion for meeting customer requirements and exceeding expectations
• Great communication skills and able to convey technical concepts to non-technical customers
• Effective questioning and listening skills
• The ability to work on your own initiative to tight deadlines
• Excellent telephone manner

Specialist Technical Skills
• Knowledge or experience of supporting Microsoft desktop environments including Office 365
• Knowledge or experience of supporting remote working technologies, including mobile devices

Problem Solving & Decision Making
• Experience of taking ownership of issues and using analytical skills to deliver solutions and recommendations
• An ability to quickly learn procedures and new technologies

Teamwork and Collaborative Working
• Ability to work collaboratively both within and across teams, suggesting improvements and sharing information
• Ability to organise, plan and prioritise work within a team environment

How to apply
To apply, please send your CV with a single page covering letter showing how you’ve demonstrated the skills and experience above to jobs@parliament.scot by 5pm on 13 October 2017. The next stage will be an interview and assessment, and you will be asked to provide evidence of the skills, knowledge and experience above.

Benefits
We offer a great range of benefits including 41.5 days’ leave (including public holidays) per year, the opportunity to join the Civil Service pension, flexible working arrangements and family-friendly policies.

Salary
The salary range for this post is shown below:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Year 1</th>
<th>Year 2 (max)</th>
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<tbody>
<tr>
<td>£21,087</td>
<td>£22,449</td>
<td>£24,891</td>
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Appointment is normally made at the minimum of the scale. You will progress at the rate of one scale point per year provided you are performing your duties to the required standard. Your progression date will be the anniversary of taking up the appointment in the grade. You will be paid monthly in arrears by Bank Credit Transfer directly into your bank or building society account on the last banking day of the month.
Other Information

Hours

The way the Parliament works means that different groups of staff work varying hours and patterns. You may have to work longer hours when Parliament is sitting and reduced hours during recess periods. For this reason, we have very progressive flexible working hours (FWH) arrangements. You will be required to work within these arrangements.

Notwithstanding your individual working pattern, if you are employed on a full time basis, you will be contracted to work 1,623.6 hours per year. This is the equivalent to a 37-hour week, excluding breaks, annual leave and public and privilege holidays. If you work on a part-time basis, you will be required to work the number of hours specified in your appointment letter.

Bandwidths are the hours within which staff may work and accrue time under the FWH arrangements. The bandwidth is from 7:00am to 8:00pm for all work areas and from 7:00am to 10:00pm for Sub Editors, the Deputy Editor and the Editor in the Official Report.

Annual Leave

Your annual leave allowance will be 30 days. Our annual leave year runs from 1 September to 31 August. If you take up your appointment during the course of the leave year, your annual leave allowance will be proportional.

In addition, you will also receive to 11.5 days. They are normally taken at fixed times of the year. If you are required to work on a public or privilege holiday overtime arrangements will apply.

If you work on a part-time basis, your annual leave and public and privilege holiday entitlement will be pro-rated.

As with working hours, there may be restrictions on annual leave when Parliament is sitting. In any event, you may not take annual leave unless it has been agreed, normally in advance, with your line manager.

Pension

Unless you choose otherwise we offer the opportunity to join the Civil Service pension arrangements, which include a valuable range of benefits. We will make substantial employer contributions towards your Civil Service pension. More information can be found on the Civil Service Pensions website at www.civilservice.gov.uk/pensions

Age

The SPCB does not operate a retirement age policy. This means that there is no upper age limit beyond which you would be automatically retired and you are free to
continue in employment for as long as you wish subject to the normal rules concerning Performance, Attendance and Conduct.

**Travelling and Other Expenses**

We pay travelling and other expenses if you incur them whilst on official duty. However, we will not reimburse the cost of normal daily travel between home and office. Nor will we meet any costs incurred in relation to this recruitment exercise.

**Probation**

You will be on probation for six months. Confirmation of your appointment is dependent on the satisfactory completion of this probation period, taking into account your job performance, conduct and attendance.

**Outside and Political Activities**

As an employee of the SPCB, you may not take part in any activity that would in any way conflict with the interests of the Parliament or be inconsistent with your duties and responsibilities.

You may not take part in national political activities, although you may seek permission to take part in local political activities. If permission is granted, it will be subject to the observance of general rules relating to possible conflicts between your official responsibilities and your political activities.

**Health and Safety**

The SPCB is committed to promoting health and safety as a priority issue. Its aim is to take appropriate and reasonable steps to ensure that it conducts its business in such a way that employees and other people who may be affected by its work are not exposed to risks to their health and safety.

**Data Protection**

Under the terms of the Data Protection Act 1998, information provided by you will be processed and stored to provide management information for recruitment and equal opportunities monitoring purposes. We will also use this information to form the basis of your personnel record if you are successful for the job. Otherwise, we will not retain this information for any longer than it is needed and we would normally dispose of paper records after 6 months. You will have the right of access to any information held about you.

**Suggestions**

We want all applicants to feel that they have been treated fairly, even if they are not appointed. If you have any comments or suggestions about the way in which this recruitment campaign has been handled, we would really like to hear from you.
Referees

Please do not send references or testimonials with your form. If you are successful, we will approach previous and/or current employers for a reference. We can only make a formal offer of employment once we have received these references. If you have no employment history we may approach any school, college or university you have attended.

Health Assessment and Security Clearance

If you are successful at interview, you will be asked to complete a health assessment form. If necessary, we may ask you to attend a medical assessment. Assessments are carried out by our occupational health supplier in the Parliament building. The reason why we carry out a health assessment is to make sure that the job you have applied for is suitable for you. It is also to find out if we need to carry out any adjustments to help you do the job.

Security clearance is required for this post. If you are successful, we will ask you to complete a security questionnaire. This form will explain our security vetting policy. We can only make a formal offer of employment once the security clearance process is complete.

Visa and Work Permits

There are no nationality restrictions on who the SPCB employs. You must however check whether there are any restrictions on your stay or your freedom to take or change employment in the United Kingdom before you apply for a post. If you are successful at interview, we will make a complete enquiry into your eligibility to work in the United Kingdom.

Please note that this document is provided for information only and does not form part of the SPCB’s terms and conditions of employment.

Equal Opportunities

The Scottish Parliamentary Corporate Body is committed to promoting equality of opportunity and treatment and to eliminating unfair discrimination in its employment practices. It will seek to ensure that all job applicants and staff are treated fairly, with respect and without bias. No job applicant or employee will receive less favourable treatment than others because of her or his: gender; gender identity; sexual orientation, marital or family status; racial group (includes colour, race, nationality, national or ethnic origin), religion, religious belief, or a similar philosophical belief (or lack of any of these); disability (unless such treatment is objectively justified); part-time or fixed-term contract status (unless such treatment is objectively justified); and trade union membership status/activities.