Permanent – IT Helpdesk Specialist
Salary Range: £25,626 to £31,770 per annum
Full time, although we welcome applications on a flexible working basis
Location: Holyrood, Edinburgh

The Parliament’s Business Information Technology Office (BIT) supports, develops and maintains the IT applications, infrastructure, solutions and services that facilitate the business of the Parliament and its Members.

The office supports approximately 1400 network users including those at Holyrood and the remote support of constituency and regional offices. Our environment is mainly Windows 10 and Office 365, with business applications in use by the parliamentary service.

The office organisational structure has three main elements: Infrastructure, Business Applications and Resources/Governance. The role is located in the Infrastructure function of BIT, in the Client Desktop Service team. This team is responsible for the first and second line delivery of high quality, customer focussed support and contains specialism in IT Helpdesk, Desktop Support, Telephony and Mobile Devices.

Duties

This role is key in ensuring that effective IT Helpdesk support is provided to our customers in Holyrood, at remote offices and whilst on the move, with a focus on a high first time fix rate and customer satisfaction. Reporting to the Client and Desktop Services Manager, the IT Helpdesk Specialist will be specialised in high quality IT Helpdesk support and be the custodian of our knowledge base and processes.

Reporting to the Client and Desktop Services Manager, your key responsibilities will be to:

- Provide first and second line support for incidents and service requests to defined service standards, and also encouraging and facilitating others on the IT Helpdesk to do so
- Demonstrate excellent customer service and build relations with customers to help to deliver their requirements
- Provide technical advice, guidance and informal IT training to customers, including the delivery of ‘how to’ videos
- Manage and optimise the knowledge base, and other IT Helpdesk knowledge sources, to provide a high number of first line fixes
- Self-motivate to keep well-informed of technical changes and trends that may affect the delivery of IT services
- Be responsible for maintaining and improving the IT Helpdesk’s remote support of constituency and regional offices, providing a centre of excellence in this area
- Be responsible for the co-ordination and management of suppliers to service remote offices including their setup and decommission
- Be responsible for the assignment of day to day tasks within the IT Helpdesk, checking on their progress, and to oversee stock levels
- Provide feedback to colleagues working on or with the IT Helpdesk to help them to improve their performance and the service that they provide
- Work in a team setting, share information and assisting others with calls, in particular mentoring new or less experienced staff providing IT Helpdesk support
- Work collaboratively with other functional specialists within the team to ensure a co-ordinated and optimised support service
- Undertake and work to improve our account process (new accounts, changes and the leaver process) and also accounts required for systems access
- Encourage problem logging as a means of incident prevention, and develops knowledge articles around known errors
- Play a key role in the initial response to major incidents, ensuring that the beginning of a trend is identified, the business impact is understood and that the matter is escalated promptly and correctly
- Undertake continuous service improvement for the IT services we provide, and initiates actions to maintain and improve service levels
- When required, participate as a member of a project team to assist in the delivery of the objectives and benefits of the project

**Skills, Qualifications and Experience**

You will need at least three years’ experience of working in a busy IT Helpdesk environment, including taking ownership of the service, co-ordinating staff, mentoring, supplier management and work allocation. In addition, a relevant degree or professional qualification in IT is desirable but not essential.

You must also be able to demonstrate the following skills and knowledge:

1. **High Quality Customer Service**
   - A passion for meeting customer requirements and exceeding expectations
   - Ability to operate effectively in a demanding customer environment, developing excellent relationships with customers and displaying strong effective questioning and listening skills
   - Ability to effectively multi-task on several high priority activities simultaneously, whilst ensuring work is of a high quality

2. **Technical Knowledge**
   - A good knowledge of Microsoft desktop technologies, including Windows 10 and Microsoft Office including Office 365
   - A breadth of knowledge of remote working technologies, including the use of mobile devices
   - An ability to quickly learn new technologies
3. Planning, Organising & Delivery

- Ability to create and optimise guidance, procedures and knowledge which will assist in service delivery
- Experience of third party supplier co-ordination, ensuring suppliers provide value to IT service delivery
- Ability to organise, plan and prioritise work within a team environment

4. Problem Solving and Decision Making

- Proven analytical skills, taking ownership of issues and presenting solutions, workarounds and recommendations
- A detailed knowledge of effective incident management, service request management and asset management, and the ability to use this knowledge to deliver improvement
- Ability to spot emerging incident and service request trends, including the loss or degradation of services, to ensure that the appropriate support response is enacted

How to Apply

To apply, please send your CV and a covering statement to jobs@scottish.parliament.uk by midnight on Sunday, 21 January 2018. Your covering statement (1-2 pages) should demonstrate the skills and knowledge listed above. We will only consider applications that include a covering statement. The next stage will be an assessment followed by interview. We intend to interview on 13 & 14 February 2018, although this date may change.

Benefits

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

Salary

If you are successful, you will be offered a starting salary at the minimum of the applicable grade range shown below:

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<thead>
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<th>Minimum</th>
<th>Year 1</th>
<th>Year 2 (Max)</th>
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<tbody>
<tr>
<td>£25,626</td>
<td>£28,389</td>
<td>£31,770</td>
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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.

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 11.5 days public and privilege holidays. 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.

Unless we have stated otherwise in the advert, we do not reimburse travel or other expenses you incur in attending an interview or assessment with us. We are happy to explore alternative arrangements if this causes you difficulty.

**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.