

## JOB AND TASK DESCRIPTION

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**Job Title:** ICT Support Specialist, 1<sup>st</sup> Line

**Division:** Strategy, Portfolio, Partnerships and Digital Division (ICT Section)

**Grade:** K

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**Reports to:** ICT Operations Manager

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### General information

The Information and Communications Technology (ICT) Section forms part of the Strategy, Portfolio, Partnerships and Digital Division (SPPD) and serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section contributes to the Secretariat's ICT strategy and contributes to the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

The Support team's role is to ensure that the existing office and associated systems are fully functional at all times, therefore contributing to staff productivity and improving the quality of the Secretariat's output. The team is also involved in recommending and implementing new systems and upgrades as appropriate.

The team also plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications as well as supporting a network of desktops, servers and associated printers and peripherals.

### Job summary

Reporting to the ICT Operations Manager, the post-holder works on the ICT Service desk, providing appropriate and timely first-line support for users working within the Commonwealth Secretariat headquarters and remote offices.

S/he must be able to independently assess a reported problem or failure using diagnostic methods and tools, determine the likely cause and take appropriate action to resolve the problem in a timely manner. Often collaborating with other resources (both internal and external), the ICT Support Specialist, 1st Line must understand the Systems available to the end users and the Escalation Matrix to avoid unintentional interruption of services during incident management.



## Task description

The post-holder:

- Provides first call resolution or triage for all calls.
- Ensures accurate logging incidents, service requests, access requests and changes.
- Ensures that for every call and/or reported event a ticket is created in both a timely and accurate manner.
  - This one call/one ticket method provides effective tracking of all incidents and service requests.
- Completes initial diagnosis, Progress update and resolves technical support issues that arise from calls and emails.
- Supports users on site or remotely.
- Analyses faults and resolves them in adherence to Service Level Agreements.
- Escalates tickets to the appropriate Specialists if required.
- Manages service desk mailbox.
- Assists in setting up hardware and ICT applications
- Maintains and manages Mobile Device Management
- Administers mobile telephony, and Tele/Video Conference solutions.
- Installs, tests, repairs and maintains equipment.
- Monitors performance of hardware and communications infrastructure and escalates incidents and issues as necessary.
- Implements business continuity procedures as instructed.
- Participates in Supplier and contract management tasks.
- Adheres and implements the agreed Servicedesk processes and procedures.
- Adheres to security and risk management mechanisms and procedures.
- Delivers training to users.
- Provides scheduled and on-demand out of hours support.
- Keeps up-to-date with new ICT developments.
- Implements other tasks or projects assigned by the ICT Operations Manager.



The Commonwealth

## Person specification Education / Qualifications

Diploma in IT or related discipline.

### **Desirable:**

- Relevant Microsoft Certifications
- Certified IT Technician or equivalent.
- ITIL experience

### **Experience:**

#### **Functional:**

- At least 3 years' experience in an ICT Service Desk or similar IT Operations role in a busy fast paced Service environment.
- Good understanding of ITIL in principle particularly in the Service Operation space, covering Service Desk Incident Management.
- Understands and has a strong appreciation the 'frontline' role service desk operations have on shaping the overall relationship between ICT and the business.
- Passionate about customer service and ability to handle challenging customer conversations.
- Ability to prioritise under pressure.
- Good knowledge of server operating systems with particular focus on Windows Server 2012 onwards.
- Good knowledge of desktop operating systems (Windows) and associated hardware and software (MS Office, MS Project, Visio) necessary to install and support users from an operational perspective.
- Knowledge of leading business applications (CODA / OpenHR / SharePoint / Sage CRM).
- Knowledge of mainstream mobile device platforms (IOS, Android, Windows Phone).

#### **Technical:**

- Active Directory Administration - Azure and On-premise (Hybrid)
- Subject Matter Expert on End-User Devices (Desktop / Laptop / Mobile Phone / Desk Phones, printers etc)
- Knowledge of Office 365 Suite including Document Sharing and Collaboration
- Understanding of Networking technologies and concepts.
- Good knowledge of Voice over IP Telephony
- Understanding of Virtual meetingroom Technologies concepts.

#### **Other:**

- Strong interpersonal skills, able to communicate across a broad spectrum of users.
- Excellent oral, written and presentation communication skills.
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.

**Competencies:****Respect for Diversity**

- Works effectively with people from all backgrounds.
- Treats all people with dignity and respect. Treats men and women equally.
- Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision-making.
- Examines own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
- Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated

**Communication**

- Interacts and communicates effectively with internal/external contacts
- Ensures information is communicated to all the appropriate people
- Provides feedback to more senior colleagues effectively, providing justification where necessary
- Confidently articulates a point of view
- Expresses ideas and suggestions in a positive, persuasive manner
- Communicates both written and verbal ideas clearly

**Working With Others**

- Regularly shares information of value with colleagues
- Shows commitment to delivering on key agreements made to colleagues
- Makes an effort to view a situation from the other party's perspective as well
- Demonstrates awareness and sensitivity to colleagues' pressures
- Uses empathy and cultural awareness to facilitate working relationships
- Tactfully deals with difficult people to gain buy-in and manage their expectations

**Developing & Applying Expertise**

- Takes learning from previous experience and applies them appropriately
- Demonstrates willingness to learn new skills and/or approaches
- Makes attempt to improve knowledge skills and attributes through continued personal development

**Planning and Analysis**

- Organises own workload with minimal supervision
- Accurately interprets instructions and carries out necessary actions
- Recognises the importance of accuracy and pays appropriate attention to detail
- Effectively interprets inquiries and quickly identifies elements that do and do not fall within their remit, dealing with them appropriately
- Agrees new timescales when faced with competing activities

**Accountability**

- Ensures timely delivery of outputs within defined cost and quality standard parameters.
- Takes ownership of assigned tasks, honours deadlines
- Ensures timely delivery of outputs

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