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| **Job Title:** | Service Operations Officer | **Date:** | October 2023 |
| **Reporting Line:** | Service Operations Team Leader | **Salary:** | Grade 6 |
| **Team:** | Service Operations Team (Service Desk) | **Business Area:** | Digital Services - ICT |

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| JOB PURPOSE |
| **All Grades:**Service Operations Officer performs various functions in providing basic incident resolution and technical support to customers or end users via the telephone, in person or electronically.They conduct initial assessment, triage, research, and resolution of basic issues with application software and hardware components. They will minimise the adverse effect of incidents by ensuring that normal service is restored within defined service level agreements.The postholder will be responsible for managing incidents and service requests using a ticket logging system, providing 1st and 2nd line support with first class technical support/solutions and escalating calls where appropriate working within an ITIL environment. |

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| **KEY RESPONSIBILITIES**  |
| **Main Responsibilities** **Service Operations*** Acts as a first point of contact to support service users and customers reporting issues, requesting information, access, or other services.
* Answers and responds to inbound calls via telephone, in person and calls logged via the self-service portal from end users.
* Follows Incident Management process by taking ownership, prioritising incidents, and requests, assigning impact and urgency as well as cataloguing calls against call categories defined within ITSM tool, as well as responding to and resolving incidents and service requests within agreed SLAs.
* Logs incidents and service requests, raise and manage problem records against the Problem Management process and maintains relevant records within ITSM tool.
* The post holder is expected to monitor events from various systems, responding as required, which may include generating incident reports, creating problem records. Decide the appropriate actions for events and ensure these are communicated to the appropriate areas within the Digital Teams.
* Manage incidents and service requests, providing 1st and 2nd line support, providing first class technical support and solutions and escalating service impacting calls where appropriate to 3rd Line support teams and external support teams such as Microsoft & Dell.
* Manage and maintain patches, firmware, and upgrades across the desktop environment using tools such as Dell Support Assist in conjunction with Dell Tech Direct.
* Creates and documents procedural documentation to help technical and non-technical colleagues understand technical problems by updating Knowledge Base and Known Error database records within ITSM tool.
* Test and analyse digital systems, hardware, and software performance. Avoiding service interruptions by performing system installations, ensuring updates are applied, and follow maintenance procedures.
* Conduct offsite visits, providing technical support at remote locations, replacing, and installing IT equipment, radios, and mobile phones across a number of different environments within the Greater Manchester Combined Authority, Greater Manchester Fire & Rescue Service and Northwest Fire Control. This involves collecting and transporting the equipment from other GMCA locations, unloading as required and configuring equipment.
* The postholder will participate, support, and help manage projects to support Service Operations Team Leader and other areas of Digital in effective transition of technology projects into business-as-usual activity.
* Ensure all replacement and additional devices are built to the corporate standards and that any additional software required by individual users is loaded and any access to ICT Systems is given as required.
* Undertake the rollout of any new ICT equipment, ensuring that the inventory information is uploaded, updated and asset information is kept accurate and up to date in CMDB.
* Represent the Service Operations team at weekly CAB meeting. Keeping track of all business affecting changes that may affect the Service Operations team, raising questions and concerns about any proposed changes and reporting key information back to the team.
* Ensure inventory control and documentation relating to procurement, hardware and licences are maintained.

**Main Responsibilities – Directorate Specific:*** Provide a first point of contact, proactively responding to ICT and systems related activity queries in a timely manner through various communication channels (telephone, email and self-service portal) and escalate to a Team Leader, 3rd Line support or 3rd party organisations.
* Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses and progress.
* Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and inputted in a timely manner.
* Accurately prepare documentation, communications and information including emails, contracts and records.
* The role holder will work collaboratively across the directorate engaging with internal and external customers, clients and stakeholders to provide internal focused consultancy, support and guidance.
* Actively promote the values of GMFRS.
* Where required, coach system users to develop effective skills, and provide guidance and support on the use of systems and tools to enable them to undertake their roles.
* Proactively contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
* Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience**  **Essential*** Educated to HND or equivalent in Computer Studies or a closely related subject. Alternatively, should have practical experience in a similar post in a medium to large user environment with a detailed technical understanding of ICT or a relevant technical qualification.
* Sound understanding of MS Office applications (Word, Excel, PowerPoint, etc.), E-mail systems including Office 365, One Drive, Internet connectivity and operation.
* Demonstratable knowledge and experience of Active Directory and Azure Active Directory.
* Windows Operating system troubleshooting knowledge and experience.
* Logical and analytical troubleshooting and fault diagnosis.
* Demonstrable experience of delivering excellent customer service.
* Demonstrable experience of providing administrative support.
* Knowledge and experience of working with ITSM tools.
* Experience of delivering to set deadlines and changing priorities.

**Desirable*** ITIL Foundation Certificate or above.
* SDI Service Desk Analyst Certificate.
* An understanding of ITIL best practice.
* Microsoft Training in Desktop Support or Desktop Support Certification.
* Working towards ITIL Service Operations accreditation or relevant equivalent professional qualification/Membership.

**Essential Skills & Behaviours*** Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues.
* Well-developed verbal and written communication skills, including report-writing and presentation.
* Flexible and adaptable approach.
* Attention to detail, ability to work under pressure and good communication skills.
* Methodical approach and ability to prioritise workloads.
* Ability to build strong and trusting relationships with clients, customers, and colleagues.
* Clear focus on delivering positive outcomes.
* Resilience and the ability to navigate through difficult situations.
* Good problem-solving abilities.
* Drive, self-motivation, and ability to work under own initiative.
* A full UK driver’s license is essential for role for offsite duties supporting Operational fleet.
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background