

## Role profile – Service Desk Agent

- **Location:** Number One Riverside
- **Salary:** Grade 4
- **Hours:** Full time - 37 hours
- **Annual Leave:** 25 days per year
- **Benefits:**

|                                                                                                                                                                                                                            |                                                                                                                                |
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| <ul style="list-style-type: none"><li>• Parking permit available</li><li>• Flexible working hours</li><li>• Discounted Gym membership</li><li>• Staff Groups, including Gardening, Menopause Café &amp; Crafting</li></ul> | <ul style="list-style-type: none"><li>• Workplace Wellbeing initiatives</li><li>• Lifestyle savings platform (Vivup)</li></ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|

## Succeed at Rochdale

- **Support to thrive and develop your career**
- **Progression opportunities**
- **Culture of learning & development**
- **Ambitious plans for the future**
- **Wellbeing support**
- **Best Corporate Workplace in the UK**
- **Located at the Heart of Riverside surrounded by shops, cafes, bars & leisure facilities**
- **Fabulous public transport links**

## Overview - duties

- Log, diagnose, and resolve ICT incidents and service requests.
- Maximise first-time fix rates and escalate issues when required.
- Keep customers informed throughout incident resolution.
- Monitor service levels, priorities, and outstanding calls.
- Maintain accurate records, user data, and knowledge articles.
- Liaise with ICT teams, suppliers, and stakeholders.
- Maintain Service Desk documentation, procedures, and scripts.

## Purpose - objectives

Provide first-line ICT support by logging, diagnosing, resolving, and escalating incidents and service requests, while maintaining excellent customer communication and meeting service level targets. The role is responsible for ensuring the accuracy of service management records and knowledge articles, liaising with ICT teams and external suppliers, monitoring outstanding calls, and contributing to service improvements, reporting, change management, and ITIL-aligned processes to ensure the effective delivery of ICT services.

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## Person specification

## Assessed via Application Form/CV upload

### Skills, Experience & Knowledge

1. Detail your knowledge of PC hardware/ software and peripherals

2. Demonstrate and provide examples of excellent communication skills - both written and oral - with the ability to relate to employees, members & suppliers. Also to be able to deal sensitively and tactfully with all situations; taking control of difficult situations and using assertiveness skills where appropriate whilst remaining polite and courteous.

3. Detail your experience and examples of diagnosing technical faults quickly and accurately over the telephone, using the remote assistance tools and techniques available

4. Demonstrate Ability to produce high-quality information gathering and call logging. Able to take ownership of each incident and Service Request reported to them until its resolution.

5. Please give examples of your experience and knowledge regarding standard operating systems and business applications as current Microsoft Windows and Microsoft Office suites, popular web browsers, Microsoft Exchange email clients. 365 and VPN, 2 factor Authentication, Citrix and Active Directory /ADM.

### Value

Pioneering, Passionate & Proud

Please can you demonstrate how you have met our values; give an example of a time that you were pioneering in your approach to work

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## Person specification



The remainder of the person specification will be assessed at stage 2 of the recruitment process

### Skills and experience

1. Please detail your experience of working within a multi-tenanted, KPI/SLA driven technical Service Desk
2. Experience of problem solving
3. Demonstrate good personal organisation skills, time management ability to prioritise tasks and work schedule.

### How assessed (A, I, P Assessment, Interview, Presentation)

Interview

Interview

Interview

### Knowledge

1. Able to take ownership of their own personal/professional development.

### How assessed (A, I, P Assessment, Interview, Presentation)

Interview