



**NORTH HERTS COUNCIL**  
**Customer Directorate**

**JOB DESCRIPTION**

**Date issued: March 2023**

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**Job Title:** Helpdesk Technical Support Officer

**Service/Unit Area:** IT Department, I.T. Helpdesk Team

**Grade:** Career Graded 4 – 5  
Level 1  
Level 2

**Hours:** Full Time 37 hours per week

**Responsible to:** Helpdesk Customer Support Team Leader

**Contacts:** **Internal:** All PC users throughout the Authority including Members, Officers and other Members of the I.T. Department.  
**External:** Software Supply/Support vendors  
Hardware Maintenance Companies, Contractors.

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**Job Summary:**

Providing professional I.T Helpdesk Customer Support to all I.T Users. supporting and deploying I.T assets across the authority and ensuring the I.T Asset Register reflects any changes.

To provide 1<sup>st</sup> line and 2<sup>nd</sup> line I.T. Helpdesk support to all users throughout the Authority including PC's, Laptops and all Consumables.

To process I.T. Request which cover day to day development and implementations of new hardware and software. Ensure new releases of software including patch repairs are applied using the departments procedures.,

To research technical faults using a mixture of tools including the specialist tools available via the web.

Replacing Hardware that is on the annual refresh programme.

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**Key Responsibilities:**

**1 Principal Responsibilities**

## Level 1

- To provide 1<sup>st</sup> & 2<sup>nd</sup> line I.T. Customer Support on calls for Workstations, laptops, Printers and other devices, including Desktop Training.
- To assist when required in office moves of I.T. equipment, working within restricted environments.
- Ensure I.T Processing Requests are completed on time, which have been allocated by the Helpdesk Customer Support Team Leader, these range from; Setting up Printers, New Users, Office Moves, Access to Groups, hardware rollouts.
- Set up Basic User Accounts e.g. Network AD Account, Office 365 user accounts, Print services,
- To setup and maintain User Access Folders.
- To set up and amend users within the existing network.
- Basic fault diagnostics with PC's and Peripherals.
- Remote desktop support technologies or personal visit as directed by the Helpdesk Customer Support Team Leader. Ensure all calls are responded to within agreed timescales, to acceptable standards.
- Asset Management - change control documentation reflects any movement of hardware or installation of software.
- Standard fault diagnostics with PC's and Peripherals. Recommend solutions to nonstandard network software faults to the Helpdesk Customer Support Team Leader or I.T Business Manager
- To provide User Support to all Directorates installing new software, access to application databases and applying latest upgrades ensuring that the operating systems and software solutions are working in conjunction with each other.
- Installation and configuration of software applications and clients on Workstations, Laptops and Tablets.
- Provision of Email and Internet access.
- Standard User Training on Corporate Solutions i.e. Email Management Tools, Exchange Admin, Encryption software.
- Desktop login procedures are protected against hacking or security violations.

## Level 2

- To assist with Network Monitoring.
- Using specialist tools to fault find errors.
- To monitor the network and research faults and resolutions and fixes.
- Ensuring that all the latest vendor patches are applied to systems and software.
- and applied ensuring Windows Securities are applied and current with latest releases.
- Anti Virus Software – Have hands on experience of dealing with Virus attacks.
- Advanced Active Directory Administration
- User Access Folder – Advanced Security Levels, ensuring they have the correct security access levels.
- Hands on research using a variety of tools to find solutions to support PC's and Peripherals to fix both standard and nonstandard faults.
- Advanced Cable Installations and Configurations.
- Be proactive to spot server faults, disk space issues and allocation of new space.
- Advance knowledge Virus', Malware and Ransomware and use of Anti-Virus software, trouble shooting and disinfecting viruses.

- Advanced Helpdesk Job Ticket Administration i.e. Complex Installations, Additional Disk, Advanced Monitoring.
- To liaise with external hardware and software support organisations for resolutions and tracking via the helpdesk of any problems.
- Advanced fault diagnostics with PC's and Peripherals.

## **2 Staff Management**

None but Desktop training on PC's, Printers, Camera's, Scanners to all PC users as and when required for members and officer alike. Train all staff on the use of new technology including technology in the Committee and Training Rooms.

## **3 Service Management**

To review and develop the services for which the postholder is responsible and manage to change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of value for money and the relevant performance management and inspection regimes.

To ensure the service meets the Council's Customer First Standards.

To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers.

## **4 Financial Responsibilities**

To adhere to Financial Regulations and Contract Procurement Rules.

## **5 Other Responsibilities**

To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.

To comply with all relevant legislation to ensure effectiveness in the role.

To have regard for the duty of care of information (with particular reference to the GDPR, Data Protection Act 2018 and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, Elected Members etc.

To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.

The job holder has a personal responsibility, whilst at work, to preserve and enhance health and safety. They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put at risk the health and safety of themselves and other people including visitors, contractors and members of the public.

To be aware of and work in accordance with the councils safeguarding policies and procedures in order to safeguard and promote the welfare

of children and adults at risk, and to raise any concerns relating to such procedures which may be noted during the course of duty.

To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**Signed..... Manager                      Date.....**

**Signed..... Employee                      Date.....**