

Delivering for Excellence

IT Helpdesk Specialist, Grade 3

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role.

Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- Consulting with customers over their requests and feedback to help us to deliver a better service
- Working with customers to confirm assets held, particularly in remote locations
- Overseeing knowledge documents and processes to enhance the quality of the service provided, acting as a centre of excellence around remote office support
- Developing incident prevention ideas and encouraging these from others

And in delivering these you will have:

- A good knowledge of effective incident management, service request management and asset management, and the ability to use this knowledge to deliver improvement
- Ability to create and optimise guidance, procedures and knowledge which will assist in service delivery
- A keen attention to detail and a strong customer focus

Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Undertaking first and second line support work including call handling, customer liaison, recording interactions accurately and using your technical knowledge to provide solutions
- Undertaking and optimising account work, including the setup, amendment and deletion of accounts and associated license and hardware tasks
- Liaising with 3rd party suppliers to ensure work is completed efficiently and within timescales, including the setup and decommission of remote offices

And in delivering these you will have:

- A good knowledge of Windows 10, Microsoft Office, Office 365 and remote working technologies including the use of mobile devices
- Experience of undertaking account creation and deletion activities and of using a configuration management database to record and maintain key assets
- Experience of co-ordinating third-party suppliers to deliver successful customer outcomes, particularly for remote users

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Collaborating with other service teams in IT so that the handover of work is as smooth as possible and that common working practices are optimised
- Working well with your IT colleagues to deliver common goals and encouraging others to do so
- Engaging with customers directly to give advice and guidance, and working on the service catalogue to ensure it reflects the details of services that are and should be offered

And in delivering these you will have:

- Excellent communication skills, following up on areas where work is not optimised to improve the process
- Excellent team working skills to ensure the efficiency of the services delivered
- Experience in dealing with customers at all levels, building relations to help to deliver their requirements

Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Collaborating with team members on their calls to assist them to work effectively as a team
- Sharing technical and business impact information with colleagues to further improve our service response, particularly during key business incidents
- Spotting emerging incident and service request trends, including the loss or degradation of services, to ensure that the appropriate support response is enacted and escalated

And in delivering these you will have:

- Effective questioning and listening skills, as well as experience of mentoring skills
- An ability to understand technical information and to work collaboratively across teams to that share information
- Experience of taking ownership of incidents to organise colleagues and to escalate where appropriate

Eligible to Apply

- Scottish Parliamentary Service staff who have the skills/experience/qualifications required and have passed their probation. <For temporary posts include: Please seek permission from your line manager before applying for this post>
- Agency workers engaged by the SPCB who fall within the scope of the Agency Worker Regulations; have been on assignment for 6 months by the advertised closing date; and provided their assignment will continue for the period of the recruitment exercise. Any appointment will be subject to the satisfactory completion of our pre-employment enquiries. Agency workers should also seek permission from their line managers before applying.

If you have any questions about your eligibility to apply for this vacancy, please contact the HR Office on 86500.

Other information

Line managers are asked to bring this advert to the attention of their staff (particularly those on leave or those who may not have access to the website) as soon as possible and certainly before the closing date for receipt of applications. It would be helpful if line managers ensure that all staff have access to a PC to enable them to complete their application and that staff are given a reasonable amount of time to complete it.

We intend on holding a reserve list following interviews.

For details on how we will process your personal data please refer to [HR Workers Privacy Notice](#)