

Delivering for Excellence

Technical Investigations 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:

- Undertaking tasks involving the investigation of the upgrade of our desktop environment, including the build, testing and deployment of Windows and Office upgrades
- Act as a technical point of contact for other IT teams wishing to discuss ongoing incidents or problems, as well as providing cover for the IT Telecoms and Desktop Specialists as required
- Developing incident prevention ideas and encouraging these from others, including a quick response to newly diagnosed underlying technical issues, ensuring the impact and scale of ongoing issues are understood and acted on

And in delivering these you will have:

- Experience in supporting and maintaining a modern Windows environment, Microsoft Office and Office 365
- Ability to create and optimise guidance, fixes and share knowledge which will assist in service delivery
- Experience of problem management and detailed technical problem solving

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 second line support work including incidents, service requests and using your technical knowledge to provide solutions, and providing specialist support on the use and optimisation of the Parliament's digital meeting room systems
- Lead on the selection of hardware and software products to address business requirements
- Ensuring that all assets, hardware and software, are correctly catalogued and tracked from their installation through to their disposal
- Liaising with 3rd party suppliers, potentially including contract management, to ensure hardware is maintained, repaired and disposed of efficiently within timescales.

And in delivering these you will have:

- A good technical experience in supporting desktop hardware and related peripherals, meeting room equipment, as well as mobile devices, including expert knowledge of Digital Meeting Room systems including Teams Rooms.
- Experience of using a configuration management database to record and maintain key assets, and a keen attention to detail
- Experience of co-ordinating third-party suppliers to deliver successful customer outcomes

Respect

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

Your main responsibilities will involve:

- Collaborating with other service teams and projects so that the handover of work is optimised, including trialling technical changes to inform IT support team members before customers raise issues
- Champion problem prevention within IT, liaising with other technical teams within the organisation to ensure that underlying problematic issues are clearly understood and addressed
- Demonstrate excellent customer service and build relations with customers to help to deliver their requirements, initiating work to address any technical issues encountered

And in delivering these you will have:

- Excellent communication skills, particularly to ensure key technical information is understood
- Excellent team working skills to ensure the efficiency of the services delivered, including as part of a project team
- Experience in dealing with customers at all levels with a strong focus on customer service, 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:

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

And in delivering these you will have:

- Effective questioning and listening skills, as well as experience of mentoring skills
- An ability to organise different skill sets within the team to help deliver office moves through the rearrangement of IT kit
- Experience of taking ownership of incidents affecting a diverse customer base whilst organising colleagues to respond effectively and escalate where appropriate