**Job Capsule Supplementary Information: Service Desk Engineer**

**This supplementary information for the Service Desk Engineer is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 3**

**Job Zone: Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the Service Desk Engineer is to support the provision of a professional service desk function, incident response, problem resolution and service request operation that meets the needs of the entire Council; having a strong customer service ethos.

**Example outcomes or objectives that this role will deliver**

* Act as the routine contact point receiving and handling requests for support.
* Following agreed procedures, identify, register and categorise incidents.
* Respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
* Provide first line investigation and diagnosis and promptly allocate unresolved incidents and problems as appropriate.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.
* Contribute to creation of support documentation.

**People management responsibilities**

* No formal line management responsibilities.

**Relationships**

* This post reports to the Service Centre Supervisor.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Proficient in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Knowledge of Active directory
* Familiar with the use and application of incident management tools
* Aware of the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA and an underpinning contract for the supply of services.
* Aware of methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* Aware of corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>