



## SCOTTISH AMBULANCE SERVICE

### JOB DESCRIPTION

1. JOB IDENTIFICATION	
<b>JOB TITLE</b>	ICT Servicedesk Team Leader
<b>JOB DESCRIPTION REFERENCE</b>	MLPR 2009742
<b>DEPARTMENT</b>	ICT Department
<b>NO OF JOB HOLDERS</b>	1
<b>DATE JOB DESCRIPTION AGREED</b>	5 <sup>th</sup> March 2024

Notes
<i>Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review</i>
<i>Please refer to job description guidelines before completing a new job description</i>

## 2. JOB PURPOSE

The role and responsibilities of this post are at an operational level and are to provide system support services for systems support, desktop support and / or applications support for the service. Examples of the areas covered would include following:-

Computer Operations

Desktop support

Problem management

Service delivery

Network Support

Telephony

Airwaves

User Support

Line management of the Service Desk team

Provide Service Desk, desktop and technical support services to meet ICT Service Level Agreements.

Provide technical support, advice and services to end user departments so as to enable the department to fulfil its objectives.

## 3. DIMENSIONS

Required to contribute extensively while assisting the Systems Support Analysts in the following :-

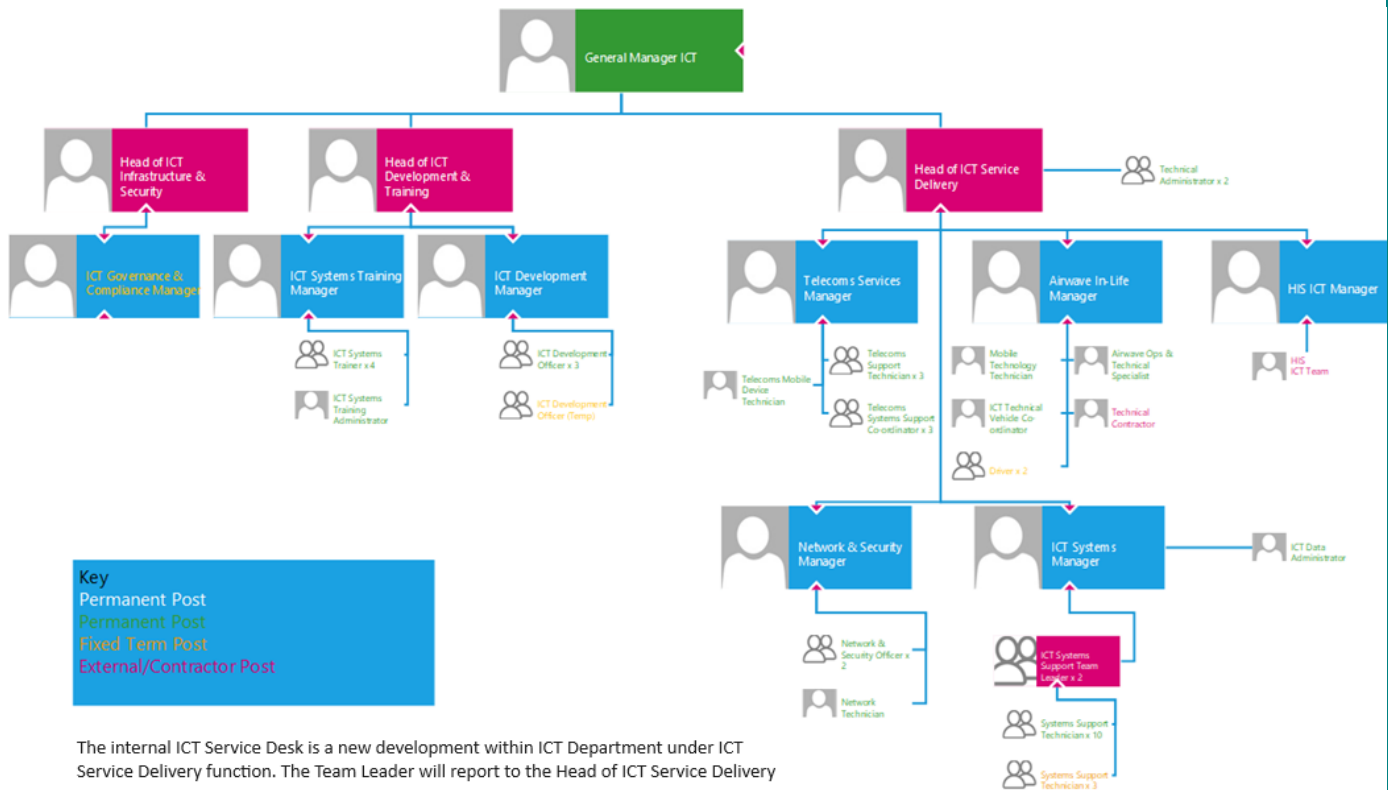
Provide appropriate Service Desk, desktop and technical support services to all users who fall within the scope of service level agreements agreed by the Service..

Ensure all Service Desk, desktop and technical support services and solutions provided by the department comply with system and security strategies covered in the local Digital Strategy and local and national security policies

Responsible for ensuring that all technical support calls are responded to effectively and efficiently. This involves the investigation and analysis of technical problems, troubleshooting and providing Service Desk services. This will be across a broad range of technical platforms and in a number of SAS sites.

## 4. ORGANISATIONAL POSITION *(organisational charts can be included as an appendix if preferred)*

ICT Servicedesk Team Leader reports to ICT Systems Support Manager and ICT Departmental Management. NEEDS Updated to Include Service Desk



## 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

The post holder acts with minimal supervision and is responsible for the day to day provision of IT support and advice to end users, as well as providing support to the Service Desk Analysts.

Maintain service desk tickets to provide performance logs which can be measured against service level agreement terms and conditions.

Responsible for the day to day running of the ICT Service Desk and delivering this service in line with installation, agreed service level agreements

Provide Service Desk, desktop and technical support assistance, advice and services to a broad range of users throughout SAS.

Deploy, and maintain efficient, modern, secure and cost effective desktop support system solutions on behalf of SAS. .

Continually assess new technology and emerging technical standards to ensure that the services delivered meet the requirements of SAS.

Liaise as appropriate with third party suppliers for dealing with fault diagnosis and fixes.

Ensure all work plans are documented and procedures are in place to cover for service provision during periods of absence of the post holder.

## **6 EQUIPMENT AND MACHINERY**

The post holder uses a PC/ Laptop as an essential tool of the job

The post holder is required to register all Service Desk calls on the service desk system or comply with the appropriate application change control mechanisms in place

The post holder should have a detailed understanding of the most used software packages, email, calendar, applications development, and directory systems to provide first line support.

The post holder will be required to use complex call problem/management techniques.

Software, enquiry and reporting software and complex desktop management software which allows connection to remote desktop devices to identify and rectify faults.

## **7. SYSTEMS**

Microsoft Office – incl. Outlook / Word / Excel

LANDesk – specific help desk software

Active Directory

Azure

Commvault

Mutiny Monitoring software

Barracuda

PECOS

## **8. DECISIONS AND JUDGEMENTS**

Ability to resolve a range of technical/application problems under their own initiative but may require referring to more highly complex issues to second line support.

Ability to interpret technical symptoms, recognise trends, and develop standard corrective policies and procedures.

Keep up to date with the policies and procedures which have been established for all the various types of faults so that the jobholder can act independently in the provision of first line support.

Be able to recognise where faults could become major incidents and initiate any necessary escalation procedures.

Track any major outstanding issues with a view to initiating any necessary escalation procedures.

## **9. COMMUNICATIONS AND RELATIONSHIPS**

Provide verbal and written reports through immediate line manager identifying all progress in relation to project plans plus communicate any known problems or issues.

Report through immediate line manager any new issues and or trends that are liable to have an impact on the department meeting its objectives in the future.

Liaise with other SAS local support and/or development teams obtaining advice and/or providing solutions on complex technical issues.

Obtain and analyse information from both business and clinical end-users relating to complicated or complex technical/system problems and deliver feedback to resolve issues in a non-technical manner.

Discuss requirements, communicate available options, estimate time-scales and prepare cost models to meet end-user and end-user department expectations and contribute to building a professional and positive impression of the organisation.

Participate in informal and formal discussions with any other IT professional within NHS Scotland covering complex technical problems and/or solutions.

Liaise with external Service/Product suppliers in order to specify SAS requirements , provide solutions and monitor service level agreements.

Participate in service technical working groups and project teams to encourage and improve best practice within SAS.

Ensure all SAS data protection, , Freedom of information ,Information Governance , policies and procedures are followed when accessing or communicating sensitive information.

Provide appropriate training, mentoring and support in your own area of expertise to other members of staff.

## **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

Normal keyboard and PC operating skills.

The ability to concentrate on important detail and generally prioritise a busy and very constant workload against very frequent interruptions, particularly by telephone.

The emotional demands of the job will vary but will include dealing on a regular basis with colleagues from around our operating sites who may be anxious, concerned or frustrated in relation to ICT-related issues with operational, health and safety and personnel implications.

The job holder may often be viewed as someone who can provide immediate or prompt solutions but will often be reliant on others, such as contractors who may have different priorities.

The job holder must be able to deal professionally and calmly with these situations.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Have a broad knowledge of the various IT hardware\software platforms that operate across SAS, keeping abreast of new desktop standards and network technologies.

Post holder must be able to understand and prioritise end-user demands.

Co-ordinate inter-related activities.

Prioritising and managing a multifarious workload.

Post holder need to be able identify and present alternative arrangements / solutions in order to apply temporary fixes to problems and minimise disruption to the end-users.

## **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

The post requires qualification to degree level or equivalent knowledge plus previous postgraduate experience in supporting IT systems and / or service delivery experience covering communications networks , application servers and the desktop environment.

Equivalent knowledge would entail demonstrating a proven track record over at least a three year period in a number of the following areas :-

Defining digital requirements

Installing and upgrading software

Managing and operating digital systems

Diagnosing technical faults in digital systems

Providing technical advice in relation to digital systems

Maintaining the security of digital systems

The post requires good communication and management skills, and ability to assist others.

Must be able to deliver support services in a reliable, dependable manner ensuring customer satisfaction at all times.

### 13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date

Head of Department Signature:

Date 05/03/2024

