
Role Mandate

Job Title: 1st Line Technical Support
Function /CFBU: IT
Dimensions of the Job: No direct reports
Reports to: IT Service Operations Manager
Location: Runcorn

Job Summary:

To be a key member of the IT service desk function, providing support to CFBU's and Business Support Functions across all UK locations including offices, pharmacies and distribution centres during operational service hours.

Working to service levels agreed with the business with incidents and problems.

Support to be provided via a variety of channels including telephone, email and face-to-face.

Responsibilities:

- In accordance with the defined ITIL processes provide incident management, request fulfilment, and access management services as a first point of contact. Ensure tickets are actioned in accordance with agreed SLA targets, using escalation processes where necessary.
 - Develop solutions and workarounds for incidents and problems where none exists.
 - Work cross-functionally within the IT Department to ensure the successful transition of new services into production. This may include installing, configuring and updating devices and applications. Ensure the CMDB is updated in a timely manner to reflect details of such changes.
 - Contribute to the process of Continuous Service Improvement by making suggestions of improvements to policies, processes and procedures.
 - Assist in meeting team and service performance KPIs in agreement set within the IT Service Operation Function.
 - Ensure that relevant IT and Data Security standards & policies are met at all times.
 - Monitoring of key group business systems for performance and availability through event and system monitoring resulting in reactive and proactive management of infrastructure and applications.
 - Support the Platform Specialists to perform client and server patching as and when required.
 - Create and maintain knowledgebase articles and documentation.
-

General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
- Follow IT department documentation standards including revision and maintenance for all services and infrastructure in your area of responsibility.
- General flexible attitude to working hours and business demands including weekend work, on call via a rota system, shift work and bank holidays.

Key Experience, Knowledge, Skills & Qualifications:

Key Experience

- Experience of working on an IT field role along with exposure of ITIL processes is desirable.
- Experience of working in a customer facing environment on telephone and face to face.
- Experience within IT service delivery.
- Exceptional Customer Service

Knowledge and skills

- Excellent interpersonal, communication and customer service skills.
- Excellent troubleshooting and problem solving skills.
- Practical experience of some or all of (Mandatory):
 - Microsoft Windows Server and desktop operating systems.
 - Active Directory administration.
 - MS Exchange administration.
 - Microsoft RDS administration.
 - UNIX.
 - Hardware, peripherals, mobile devices.
 - TCP/IP, LAN and WAN troubleshooting.
- Practical skills these specialist applications (Desirable):
 - CSD
 - PlanetPress
 - VIS
 - ProScript Connect
 - Buetema MDE
 - MultePOS
 - Avaya telephone system administration including Contact Centre.

Qualifications

ITIL V3 at least to foundation level is desirable.

MCP certification or IT specific qualification are desirable

Key Interfaces

- CFBUs.
 - Business Support Functions.
 - IT Function Teams.
-

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Business

Customer

Quality

People

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement