



Working with us:

IT Support Assistant – 2nd line

Job pack – November 2018



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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 60 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** IT Support Assistant - 2nd line
- > **Location:** Edinburgh or Glasgow
- > **Hours per week:** 35 Hours per week
- > **Type of contract:** Permanent
- > **Salary:** £22,267 - £25,000 per annum, commensurate with experience
- > **Closing date:** Thursday, 15 November 2018, 12pm
- > **Interviews:** w/c 19 November 2018

About the job

The IT team provide support to approximately 120 Citizens Advice Scotland (CAS) employees, and 2,500 employees and volunteers within the bureaux network supporting over 160 physical locations. This comprises operational support and maintenance of the corporate network and data processing infrastructure for Citizens Advice Scotland and Bureaux, comprising hardware, software, network infrastructure and a variety of databases, most notably the case recording system databases (CASTLE and Servicemail).

The IT Support Assistant provides 1st and 2nd level support and maintenance of the corporate network and data processing infrastructure delivering effective operational efficiency to the business.

Employee benefits

Citizens Advice Scotland offers excellent terms and conditions, including a total of 40 days leave (including public holidays) and a pension scheme with an 8% employer contribution. We have a flexitime scheme which enables our employees to work flexibly in line with organisational requirements, and as an inclusive employer we are happy to consider other flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please see the section on Employee benefits below.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk by **Thursday, 15 November 2018, 12pm**.

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** IT Support Assistant – 2nd line
- > **Responsible to:** IT Operations Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key Responsibilities

Logging, triage and resolution of IT Service Desk support tickets

- > Responding to telephone and email requests from Citizens Advice Scotland and bureaux users for IT support
- > Logging such requests and providing initial triage and allocation to IT engineers where appropriate
- > Carrying out first-contact resolution of requests where appropriate
- > Ensuring any urgent or complex issues arising are escalated as appropriate to 3rd level support
- > Dealing with routine enquiries by phone or e-mail, and referring non-routine enquiries to appropriate staff

Support and maintenance of corporate infrastructure

- > Being responsible for the administration of:
 - VMware V4, Hyper-V environment
 - Domain and Email via Active Directory (2008, 2013) and Exchange (2010, 2013)
 - Security using Clearswift and Sophos Endpoint
 - SQL database, comprising of MS SQL (2005, 2008, 2012)
 - Desktop estate, comprising of Dell Desktops/Laptops (Windows 7 and 10)
- > Providing support with the following:
 - Telephony system comprising of Avaya IP Office, Microsoft Lync 2010 and IP desk phones
 - Mobile phones comprising of Apple devices
 - Audio Visual / video conferencing comprising of Polycom devices
 - Printer
 - Server estate comprising of Dell/IBM storage and servers (Server 2008 R2, 2012)
 - Server and desktop applications including MS Office (2007, 2010, 2013)
- > Setting up equipment and providing standby IT support for meetings at Citizens Advice Scotland

- > Being involved in corporate network administration (LAN & WAN), comprising of Cisco/Avaya core, routers and firewalls
- > Implementing redundancy and backup procedures across platform to ensure continuity of service and integrity of data
- > Transitioning all new technologies to business as usual, and supporting post go live

Call, incident and change management

- > Adhering to processes and standards to meet internal and external customer service delivery expectations
- > Ensuring infrastructure delivery adheres to service management principles - ITIL led, configuration management, problem management, change management, release and version control
- > Along with the IT team, managing change within the organisation, assessing suitability, value for money, impact and risk
- > Providing input into all infrastructure changes from an IT operations perspective
- > Managing IT risks and issues, progressing and escalating issues with external/internal clients as required
- > Ensuring all system documentation is current, addressing any gaps and ensuring all change or new systems are fully documented to ITIL standards

Implementations of new systems and change to existing

- > Contributing expertise and knowledge to all project activity
- > Delivering infrastructure projects on time and to budget ensuring projects are communicated, tested, and fit for purpose, utilising external suppliers and internal teams
- > Following industry standard methodologies for projects, including creation of relevant plans and reports for various audiences
- > Utilising control methods, managing both stage boundaries, and product delivery

Deliver in line with IT Service Expectations

- > Ensuring full compliance with Citizens Advice Scotland response times and resolution times for support tickets
- > Responding to service desk requests at all times within hours of operation
- > Providing cover for periods of absence of the other 2nd/3rd level support team members
- > Demonstrating excellent team working skills and customer service behaviours
- > Taking personal responsibility for using feedback and coaching from your line manager to demonstrate excellent team work and customer service behaviours
- > Contributing to the production of documents as requested

Authorities and limitations

- > The post holder should be able to deal with the majority of incidents and requests without additional support, in complex or difficult cases additional support is available from the 3rd level support team
- > The post holder escalates or consults with their line manager when a request is particularly complex
- > The post holder will oversee the work of and assist 1st line IT Support Assistants with straightforward cases if needed
- > The post holder will follow Citizens Advice Scotland data processor agreements with bureaux and ensure that the authorisation process is followed

Problem solving

- > To identify if an issue is known, the post holder may need to research problems online and consult Citizens Advice Scotland's guides (wiki)
- > The post holder must demonstrate strong problem solving skills and be able to think logically to trouble shoot technology issues/problems

The above job description is not exhaustive. The post holder must be able to carry out any other such duties as may reasonably be requested by the IT Operations Manager, Applications Manager, Head of IT or 3rd level IT support staff.

Person specification

Knowledge, skills and experience

Essential

- > Experience in 1st & 2nd Line telephone/support to a diverse customer base
- > Ability to follow processes and trouble shoot to resolve issues
- > Excellent verbal and written communication skills, including excellent telephone manner
- > Demonstrable experience working with Windows 7 & 10 and Microsoft Office 2010
- > Good self-organisational skills
- > Accuracy and attention to detail
- > Ability to work as part of a team or individually
- > Willingness to be trained in new technologies, methods and techniques (e.g. IT support principles, technicalities and methods)
- > Experience working to targets in an IT Service Desk environment
- > Experience in a dynamic IT department

Desirable

- > Experience working within an ITIL environment
- > Some experience of working in the voluntary sector or for a charitable organisation

Additional requirements

- > Willingness to travel within Scotland (and possibly the rest of the UK) and to work out with normal office hours (and overnight stay) if required

Employee benefits

Our people make Citizens Advice Scotland a great place to work and we offer a wide range of benefits to value their contributions. To get an idea of what benefits you receive when working with us, we have listed a few examples below.

Work-life balance



- > **Flexible working and flexitime:** get the flexibility as to how and when you work to suit both your and the organisation's needs.
- > **Generous annual leave:** spend time away from the office to relax and unwind with a total of 40 days leave per year.

Health and wellbeing



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits



- > **Season ticket loan:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** in addition to Cycle2Work and Childcare Vouchers, sign up to a scheme to purchase everyday technology.
- > **Recognition scheme:** thank and reward your colleagues who have gone the extra mile or delivered a great piece of work.

When joining Citizens Advice Scotland you have access to many other great benefits, all aiming to support the organisation's biggest asset – our people.

www.cas.org.uk



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[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)