Working with us:

IT Engineer – 1st line

Job Pack – March 2022

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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 59 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.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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

About the role

- **Job title:** IT Engineer – 1st line
- **Location:** *Edinburgh office with options for blended working
- **Hours per week:** 35 hours per week, but part -time/job share will be also considered
- **Type of contract:** permanent
- **Appointable salary range:** £17,820 - £19,475 per annum, commensurate with experience
- **Full salary range:** £17,820 - £21,780 per annum
- **Closing date:** 05 April 2022, 5pm
- **Face to face Interviews:** TBC

About the job

The IT Team provides support to all Citizens Advice Scotland employees as well as the Citizens Advice network. This comprises of operational support and maintenance of the corporate network and data processing infrastructure for Citizens Advice Scotland and member bureaux, including hardware, software, network infrastructure and a variety of databases, most notably the case recording system databases (CASTLE and Servicemail).

The IT Support Assistant – 1st line will be working closely with the rest of the IT team and users in a hands-on capacity.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

*This role is based in our Edinburgh office. As a result of the COVID-19 crisis, the majority of CAS staff are still working from home, however we are now starting a transition towards a return to the office. This will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to attend the office on their first day for an induction, after which they will be able to work from home initially. Going forward, attendance at the office will be required, however CAS are introducing a blended working policy to allow our employees to balance their time attending the office with time working from home.

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 **05 April 2022, 5pm**.

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 Engineer – 1st line
- **Responsible to:** IT Operation Manager
- **Line manager responsibility:** No
- **Budget responsibility:** No

Key responsibilities

Provide general 1st level support and maintenance of the corporate network and data processing infrastructure delivering effective operational efficiency to the business as detailed:

- Respond to telephone and email requests from Citizens Advice Scotland and bureaux users for IT support
- Log email requests and providing initial triage and allocation to IT engineers where appropriate
- Ensure any urgent or complex issues arising are escalated as appropriate to 2nd /3rd level support
- Provide cover for periods of absence of the other 1st level support team members
- Provide support with the following:

  - Mobile phones comprising Apple devices
  - AudioVisual /video conferencing support comprising Polycom devices, Teams and Zoom
  - Printers
  - Office 365 and desktop Office 2013
  - Microsoft sever 2012/2016/2019 and Active Directory 1st line support
  - Support Desktop estate administration, comprising of Dell Desktops/Laptops (Windows 10)
  - Provide Telephony system support comprising Avaya IP Office and IP desk phones
  - Equipment setup and standby IT support for meetings at Citizens Advice Scotland

- Consistently comply with Citizens Advice Scotland standards and procedures
- Ensure full compliance with CAS naming conventions and standards
- Demonstrate excellent team work and customer service behaviours
- Take personal responsibility for using feedback and coaching from your line manager to demonstrate excellent team work and customer service behaviours
- Contribute to the production of documents as requested

Accountability and Decision Making

- Any work that involves security (e.g. setting up user accounts or changing permissions of users) or may impact the running of the Bureau (e.g. restarting the internet connection or server) or may incur a cost to a Bureau (e.g. if BT called out to a fault which is not their responsibility) must be authorised by the Bureau manager or duly authorised member of the administrative staff. Authority should be supplied in email form where possible.
- Any purchases on behalf of a Bureau or CAS must be authorised by a manager or duly authorised member of the administrative staff. Authority should be supplied in email form where possible.
- Any work that may affect the running of CAS offices should be reported to the Service Desk Lead or IT Operations Manager immediately.
- Permission to work offsite (Bureau visit) must be authorised by the IT Operations Manager

Problem solving and Complexity

- Work logically and methodically, planning workload and responding accordingly
- Deducing from user descriptions and evidence derived from investigation the causes of IT support tickets logged, and the means required for their resolution
- Outcomes of actions normally apparent immediately or within hours

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- Excellent verbal and written communication skills, including excellent telephone manner
- Good self-organisational skills
- Accuracy and attention to detail
- Experience working to targets in an IT Service Desk environment
- Experience in 1st Line telephone support to a diverse customer base
- Ability to follow processes and trouble shoot to resolve issues
- Demonstrable experience working with Windows 7 and Microsoft Office 2010
- 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)

Desirable

- Experience working within an ITIL environment
- Experience of working in the voluntary sector or for a charity

Additional requirements

- Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays.

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

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