

# JOB DESCRIPTION

Function:	Sodexo Justice Services
Position:	<b>CRC ICT SUPPORT TECHNICIAN</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	CRC Director (or as delegated), dotted line to CRC Service Support Team Leader
Additional reporting line to:	None
Position location:	CRC – Primarily Hub, with additional requirement to work from LMCs and NCs

## 1. Purpose of the Job – State concisely the aim of the job.

- To provide 1<sup>st</sup> and 2<sup>nd</sup> line support to CRC staff from the CRC Hub location for all Information Systems, devices and tools
- To act as the bridge between CRC staff incidents and service requests with other 2<sup>nd</sup> line and all 3<sup>rd</sup> line resolutions groups
- To act, where necessary, as the point of contact for acquiring new devices and refresh equipment to maintain operating effectiveness.
- To support the delivery of Security controls for ISO27001 and Protectively marked systems and tools and, where appropriate, acquire and maintain relevant audit evidence
- Undertakes and supports User Acceptance Testing as necessary on the Information Systems used within the CRCs

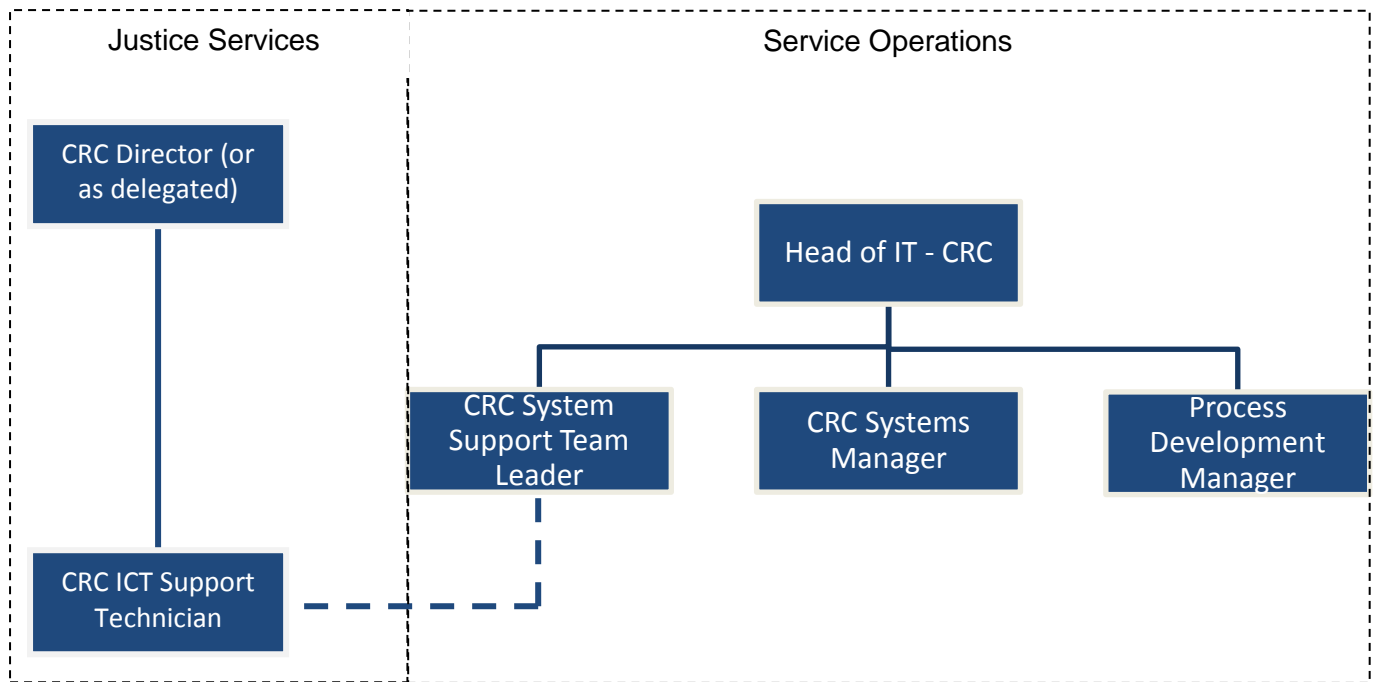
## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

**Financial:** None in role

**Staff:** None

**Other:** Provide services on site Monday to Friday during office opening hours  
 Provide services in a cross CRC function to optimise resources and improve efficiencies  
 Provide onsite services to a total of up 300 staff across your home CRC

**3. Organisation chart** – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- This role will be required to work within the guidelines specified in ISO27001
- Services are delivered within an ITIL framework
- This role will be required to work within the boundaries of the contract between Sodexo and SCC to ensure compliance to PGA/PSN standards on a multi tenancy system
- This role will be required to work within the boundaries of contracts between Sodexo and other suppliers to maintain CESG accreditation.
- The role does not require the updating to Offender systems and Offender records but the role holder will need to access systems to create the necessary accounts.
- PC and device break/fix maintenance is delivered by certified 3<sup>rd</sup> party
- The role may be an excellent platform for beginning a career in service management of other roles in an IT operation

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Undertakes Level 1 and 2 fix and repair to resolve incidents reported by CRC staff
- Maintains records of requests and tasks to complete incidents and service delivery in the service management tool
- Maintain accurate log entries of requests with fault details and contact information
- Co-ordinates specialists at Level 2 or 3, or third parties to resolve issues reported
- Maintains and operates field based equipment including some AV equipment, telephony, CCTV and Access Control

- Support colleagues and in other CRCs, remotely, as is necessary
- Following agreed procedures, assist customers in a pleasant and professional manner.
- Follow escalation procedures, promptly allocating unresolved items as appropriate.
- Ensure that incidents and requests are processed within the agreed SLAs as defined yearly by the Head of IT for CRC.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Incidents are monitored and resolved within determined SLA
- Service requests are processed and delivered in a timely fashion to defined quality
- Incidents and requests are effectively documented to ensure fully visibility of status
- Work to a continuous improvement model and regularly make suggestions to improve ways of working
- Equipment; including those that allow audio/video/data comms are maintained optimally and available as required

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential**

- Minimum, achievable in role, ITIL Foundation certification
- Excellent customer facing skills
- Logical and Analytical approach to fault finding/elimination
- Effective communicator in translating reported issue to Technical resolution specialists
- Ability to document and communicate complex procedures in a simplistic manner.
- Knowledge of operating in Protectively marked operation
- Must achieve clearance to work on systems at “Official” status
- Have a passion for support

**Desirable**

- Knowledge and experience of working in a CRC environment
- Microsoft qualification at MSDT/MCSE or similar
- Basic understanding of networking principles WAN and hands on knowledge for LAN

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client and Customer Satisfaction. Quality of services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	