Second-Line ICT Support – Public Sector
Westminster, South West London (SW1), SW1P 3JA
£28,718 - £35,723
FTC
Parliamentary ICT

The Houses of Parliament are looking for highly competent & enthusiastic second-line ICT support specialists to provide high-quality support to MPs, Lords and staff at their offices and drop-in centres, as well as by telephone and email.

You will join our busy team in the heart of Westminster, serving over 8,000 customers both in Westminster and across the UK.

This is a rare opportunity to play a key role in supporting MPs, Lords and staff in the important role of running both Houses of Parliament during an Election year. Dealing with a broad range of work in a variety of environments, you will have a positive attitude and the ability to deliver a consistently first-class service. Working with us will bring you into contact with industry leading technologies and offer career progression opportunities.

In addition to exceptional ICT support and Service Desk experience, your customer service and communication skills must be impeccable. You will be the first point of contact for all levels of customers in a professional ICT Department. You will need to be able to resolve hardware, software and other ICT related issues in a calm, professional and timely manner, as well as coach customers in the use of their ICT solutions.

YOUR SKILLS AND EXPERIENCES

We are looking for people who have:

- A proven ability to provide excellent customer service to ICT customers, offering advice, support and solutions, in person or by telephone, following internal processes and meeting standard industry performance targets.

- A solid understanding of new technology and its application, including technical knowledge of standard computers, mobile devices and associated operating systems and office productivity suites. This must include Active Directory, Windows 8.1, OS X, Office 365/2013 and iOS.

- An excellent command of written and spoken English, with the ability to communicate clearly with colleagues and customers, and accurately record case notes in our service management system. In addition, working within the Houses of Parliament, you must be smart and presentable.

SALARY AND BENEFITS

We offer a comprehensive benefits package including:

- Salary, starting at £28,718, with potential to grow to £35,723 over time.
- Generous annual leave, starting at 28 days pro rata and growing to 40 days over time.
• 35-hour working week, scheduled across shift patterns between 08:00 and 19:15hrs.
• Civil Service Pension Scheme.
• Excellent learning and development opportunities.
• Excellent career progression opportunities.
• Consideration given to candidates who wish to work part-time or as part of a job share.
• Childcare voucher scheme, on site nursery.
• Season ticket/bicycle loans.
• Discounted restaurants.
• Discounted gym.

HOW TO APPLY

Please ensure that you fully complete the application form. Your application should demonstrate how you meet the criteria in the job description.

You can refer to the STAR model below for guidance on how to complete your application. For each of the essential skills and desirable criteria, you should aim to provide at least one strong example that demonstrates your past experience and expertise.

• **Situation** – Describe the situation and the context (where and when?)
• **Task** – Describe the challenge and expectations (what needed to be done and why?)
• **Action** – Describe the actions you took to deal with the situation (why, how and what tools did you use?)
• **Result** – Indicate the benefits, accomplishments, savings achieved etc. (what happened as a result of your actions?)

The job offer is also subject to gaining CTC security clearance. In addition to the application form, we view completing the security form correctly as part of the application process.

Failure to complete the security form correctly may result in the withdrawal of the job offer.

INTERVIEWS WILL TAKE PLACE ON W/C 30 MARCH 2015

5 x Fixed Term vacancies up to 31 March 2016 (with the possibility of extension or permanency)