UNLOCKING POTENTIAL
TRANSFORMING LIVES

SPS
SCOTTISH PRISON SERVICE

APPLICANT PACK

Thank you for your interest in the above role. Below, you will find the job description and person specification, outlining how the different criteria will be assessed throughout the recruitment process. You will also find information on the recruitment and selection process and key dates.

Job Description

Job Purpose
To provide first line IT support to users of the Scottish Prison Service's Digital Systems. This will include all aspects of providing an IT Service Desk function using the ITIL framework. The holder of the position will call handle incoming phone calls and Incidents or Service Requests via our Service Portal. Where possible the Service Desk analyst will attempt to resolve the request, however if not possible the Analyst will pass on to the appropriate group or individual depending on the nature of the call. The post holder will also carry our various other duties including assisting with IT tasks around the building and deploying/maintaining laptops or mobile devices. There is also a requirement to ensure that any asset movements, additions or deletions are kept up to date. As the Scottish Prions Service will be moving many applications and utilities to a cloud platform(s), experience of such environments would be advantageous.

Key Responsibilities	
1	Dealing with enquiries from users of SPS systems regarding Service Requests or Incidents
2	Categorisation and logging of calls made to the service desk for action as required
3	Liaison with Digital Services technical support teams and/or Local prison based staff to ensure successful resolution of faults or fulfilment of service requests
4	Ensure that all IT asset movements are kept up to date.
5	Where required assist users with any physical faults or movement requirements around the Headquarters building.
6	Advice and general Customer support to SPS IT systems users.

Person Specification & Assessment Information

Our selection approach is based upon the principle of merit which means that we will look to appointment the person who best meets the requirements of the role as outlined in the person specification. In determining the most meritorious candidate, applicants will be assessed against the published criteria during the selection process, as detailed below. The most meritorious candidate will be the one who best meets the essential criteria for the role.

Performance against any published desirable criteria will only be considered where two or more candidates have performed equally against the essential criteria and there is a need to use the desirable criteria to identify the preferred candidate.

Criteria	Essential/Desirable?	When assessed?
Qualifications		
Current ITIL Foundation qualification	ESSENTIAL	Application
HNC/HND in Computing or equivalent	DESIRABLE	Interview
Experience		
Experience of working within an IT Service Desk function.	ESSENTIAL	Application/Interview
Experience of supporting an MS Windows 10 desktop environment.	ESSENTIAL	Application/Interview
Experience of assisting users who are working remotely via corporate/secure methods.	DESIRABLE	Interview
Knowledge & Skills		
Well-developed customer service skills, supporting users on a variety of applications – both standard office applications and bespoke applications.	ESSENTIAL	Interview
Excellent communications skills – face to face, via email and via Telephone.	ESSENTIAL	Interview
Competent problem analysis and problem solving skills.	ESSENTIAL	Interview
Previous experience administering Microsoft O365 including Mobile Device Management.	ESSENTIAL	Interview

Selection Process Key Dates

Vacancy Closes for Applications	25 February 2021	Time	23:55
Interview Date*	10 March 2021		

*please note interview dates are subject to change.

If you have any queries regarding the vacancy or have a disability which you feel may affect your performance at any stage in the recruitment and selection process, please contact **Angela Fletcher** by email at: **Angela.Fletcher@sps.pnn.gov.uk** or by telephone on: **0131 330 3836** to allow reasonable adjustments to be made to assist you.