



**Service Desk - ITO**

**Occupational Family/Code – Science & Technology: SNW**

Profile created: 2005 05

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Employees in Service Desk roles in the Information Technology Office are the single points of contact for users regarding all technology incidents, service requests and how-to inquiries. They are involved in diagnosing, assessing, diverting, and identifying ways to fix users' computer service problems. There are two separate but related Service Desk roles:

**Service Desk (Tier 1)** - Employees in these roles are involved in reporting incidents and making service requests. They keep users informed of service events, actions and opportunities that are likely to impact users' ability to pursue their day-to-day activities. They are responsible for the initial problem solving of incidents relating to desktop, server and network problems with a target of solving 80% of the incidents in the first instance.

**Remote DeskTop (Tier 2)** - Employees in these roles are involved in providing advanced troubleshooting for desktop operating systems, server performance, network connectivity and performance, and standard and proprietary applications. They support clients and their applications using advanced remote control technology with a combined target of solving 95% of the incidents in the first instance.

For some positions, employees may need to be available after hours to perform some of the duties.



## Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

### Acts/Regulations/ Legislation

- Knowledge of ministry programs standards, policies and expectations. **(Learn)**

*Specifically:*

- *Client focused service management*
  - *ITIL process and procedures*
  - *Service level agreements*
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### Technical

- Knowledge of database concepts, theories and principles. **(Bring – Tier 2)**
- Knowledge of networking architecture. **(Bring)**
- Knowledge of operating systems. **(Bring)**

*Specifically:*

- *Microsoft operating systems such as Windows XP, Windows 2000*
- Knowledge of computer hardware and architecture. **(Bring)**

*Specifically:*

- *Hardware – hard drive, memory*
- *Network – switches, routers, hubs*



- Knowledge of commercial software applications. **(Bring)**

*Specifically:*

- *Various desktop support applications (MS Office XP/2000)*
  - *Remote support applications*
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## Skills

Skills are those demonstrated abilities, or proficiencies, which one has learned from his/her past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

### Communication

- Ability to orally explain or present (technical) information to a wide variety of technical and non-technical individuals and/or groups in a clear, accurate and understandable manner. **(Bring)**

*Personal attributes which may link with this skill statement include: concise, creative...*

- Ability to actively listen, paraphrase and ask precise questions in order to clarify and understand information being received. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful, patient, quick to learn...*

- Ability to demonstrate and promote the use and value of new technology, programs and services in a manner that creates understanding, captures interest and enhances users' computer skills. **(Bring - Tier 2)**

*Personal attributes which may link with this skill statement include: concise, logical, creative...*

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### Leadership

- Ability to constructively lead, advise and encourage others to achieve success in their work and contribute to the effectiveness of the work team. **(Learn- Tier 2)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful, respectful...*

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### Problem Solving

- Ability to independently interpret, comprehend and apply technical instructions and concepts to successfully acquire, install, modify, configure and maintain hardware and software components and administer networks. **(Bring)**

*Personal attributes which may link with this skill statement include: logical, thorough, adaptable/flexible, concise...*

- Ability to diagnose technical problems such as delays, malfunctions and errors in order to determine the true cause of the problem and provide a (workable/reasonable/optimal) solution in a reasonable timeframe. **(Bring)**

*Personal attributes which may link with this skill statement include: creative, logical, thorough, organized...*

- Ability to identify and respond to issues and concerns of others who may be angry or frustrated to reach a mutual understanding. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful...*

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### Team/Independence

- Ability to work independently and participate as a team member to meet the needs of clients and co-workers and to build productive, positive work relationships. **(Bring)**

*Personal attributes which may link with this skill statement include: adaptable/flexible, patient, team player...*

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### Organizational

- Ability to independently prioritize and organize one's own workload to meet tight deadlines and successfully complete projects in a changing environment. **(Bring)**

*Personal attributes which may link with this skill statement include: organized, thorough...*

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### Analytical

- Ability to gather, understand and synthesize specialized information in a way that can be applied to meet the needs of the organization and within given constraints. **(Bring – Tier 2)**

*Personal attributes which may link with this skill statement include: organized, thorough...*

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### Technical

- Ability to create and or modify a sequence of computer instructions in order to compile, link, build and test computer executables that meet design requirements within established guidelines. **(Bring- Tier 2)**

*Personal attributes which may link with this skill statement include: logical, creative, quick to learn, methodical...*

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## Personal Attributes

### (Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are the underlying characteristics, which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, which can be described as feelings, attitudes, habits and traits. Each of these is demonstrated through one's behaviour.

The personal attributes are stated under the skill competencies for which they may be most critical.

### Personal attributes for Service Desk positions include:

#### To Be...

- Logical
- Organized
- Methodical
- Concise
- Adaptable/flexible
- Creative
- Diplomatic/tactful
- Thorough
- Patient
- Respectful
- Team player
- Learning oriented (quick to learn)

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