



The Scottish Parliament
Pàrlamaid na h-Alba

**IT Helpdesk
Technician**

Recruitment Pack



Welcome from John Ure, Head of Infrastructure

Thank you for your interest in applying for this key role within the Scottish Parliament's Business Information Technology (BIT) Office, which is a part of the Digital Services Group.



The Infrastructure Team in Business IT is responsible for:

- ◆ Client & Desktop Services
- ◆ Technical Design
- ◆ Server & Network Support

The Client & Desktop Service Team consists of a diverse group of professional staff who excel in working as part of a collaborative, forward thinking team. Together we play a key role in supporting parliamentary business and the Parliament's digital change initiatives.

We are committed to increasing the diversity of our parliamentary service so that we can benefit from the broadest range of perspectives, backgrounds, skills and experience as we tackle the challenges and opportunities ahead. We would therefore particularly welcome applications from disabled people and members of the black and minority ethnic communities.

We also operate a wide variety of work patterns, successfully balancing lifestyle choices with business requirements. Although our normal working week is 37 hours all requests for flexible working will be seriously considered.

If the opportunity to work for the Scottish Parliament in this challenging role excites you, and you have the right skills and experience, we would love to hear from you.



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About the role

The Scottish Parliament exists to define, debate, decide and legislate on issues of importance to the people of Scotland. It holds the Scottish Government to account and is answerable to the people of Scotland.

Our Business Information Technology team plays an essential role in designing, developing and maintaining the digital and IT services that Parliament needs. This role is key to ensuring that effective support is provided to our customers in Holyrood and Members of the Scottish Parliament (MSPs) constituency and regional offices.

The office supports approximately 1400 network users with the majority of services delivered from Holyrood. Our environment is mainly Windows 10 and Office 365. In addition, from Holyrood the team also supports in excess of 100 constituency and regional offices as well as homeworkers.

The role sits within our Client & Desktop Services Team, and we are looking for an enthusiastic Helpdesk Technician to make a positive contribution to the work of our team. If you are seeking to develop your experience and want to work in a dynamic and constantly evolving digital environment, this may be the opportunity for you.

The ideal candidate will have experience of working in an IT support capacity, as well as possessing a passion for meeting customer requirements and expectations.

Main duties

- ◆ Providing 1st and 2nd line support for hardware and software including smartphones, tablets, laptops and PCs
- ◆ Prioritising and diagnosing incidents, and implementing solutions
- ◆ Planning and implementing technical changes to meet client requirements
- ◆ Installing hardware or software in line with processes
- ◆ Ensuring that IT assets are tracked and updated on our database
- ◆ Using and contributing to the knowledge base of common fixes and procedures
- ◆ Providing advice to users on systems, products and services guidance on how to use them
- ◆ Sharing information and assisting others with calls
- ◆ Recording and categorising work so that service levels can be monitored
- ◆ Maintaining service levels and highlighting possible improvements

About the role



Qasim Afzal, IT Helpdesk Specialist, BIT Infrastructure

“ Coming on to the IT Helpdesk I was told no two days are the same and this couldn't have been truer. I am constantly being challenged with new IT issues to resolve and always have to prioritise my workload. This has encouraged me to work smart and collaborate with other teams to maximise efficiency.

I have learned to take on a range of responsibilities and developed my skills in liaising with colleagues at the parliament and stakeholders beyond. One minute I may be packing kit to post to a constituency office and the next I may be on the phone to a broadband provider investigating an outage at another part of the country. This role can see you providing support to the security team which checks your pass in the morning or an MSP who may be speaking in the chamber in the afternoon. The applications we support range from something as usual as Outlook to niche products used by small teams in specific departments.

As part of Business IT I have been encouraged to challenge current processes and contribute to innovative new ways of working. Improvements are encouraged wherever they can be made and the team is always ready to support one another.

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Skills, Knowledge and Experience

To be successful you will need experience of working in an IT support capacity, or a relevant degree or professional qualification in IT. You must be able to demonstrate:

High Quality Customer Care

- ◆ A passion for meeting customer requirements and exceeding expectations
- ◆ Great communication skills and able to convey technical concepts to non-technical customers
- ◆ Effective questioning and listening skills
- ◆ The ability to work on your own initiative to tight deadlines
- ◆ Excellent telephone manner

Specialist Technical Skills

- ◆ Knowledge or experience of supporting Microsoft desktop environments including Windows 10 and Office 365
- ◆ Knowledge or experience of supporting remote working technologies, including mobile devices

Problem Solving and Decision Making

- ◆ Experience of taking ownership of issues and using analytical skills to deliver solutions and recommendations
- ◆ An ability to quickly learn procedures and new technologies

Teamwork and Collaborative Working

- ◆ Ability to work collaboratively both within and across teams, suggesting improvements and sharing information
- ◆ Ability to organise, plan and prioritise work within a team environment



About us

The parliamentary service of over 500 people is a high-achieving and professional organisation. We are not civil servants; we serve the Parliament and its Members and not the Scottish Government.



The [Scottish Parliamentary Corporate Body](#) is responsible for providing the Parliament with the property, staff and services required for the Parliament's purposes, in accordance with the Scotland Act 1998. It is made up of five Members elected by the Parliament and the Presiding Officer.

The Corporate Body delegates the day-to-day running of the Parliament to Sir Paul Grice, our Clerk/Chief Executive. Paul is assisted by his [Leadership Group](#) in setting the strategic direction for the parliamentary service and for creating the conditions that helps to promote a positive workplace culture. You can view the [organisational chart](#) and you can read about the [Parliamentary offices](#).

Our vision is clear: To make a positive difference to the lives of the people of Scotland. This means putting people at the centre of everything we do.

Our performance framework helps us to communicate and implement our strategic priorities through the parliamentary service. The [strategic plan](#) sets out our aims and priorities and the [delivery plan](#) contains the activities that deliver the strategy. They provide a set of shared priorities for everyone across the parliamentary service and cover matters such as improving parliamentary scrutiny, developing and investing in our staff, aligning public engagement with parliamentary business and providing high quality support to our elected Members. Each of the aims is equally important as they are inter-related. This means that we cannot achieve one without the others and that every one of our colleagues plays an important role in delivering them.

We attach great importance to the [Diversity and Inclusion Strategy \(D&I\)](#) and our commitments form a central part of our working culture.

We are committed to providing a great working environment where people enjoy coming to work and feel valued for their contribution and excel in their chosen careers. Everyone has the right to be treated with respect and dignity and we have a zero tolerance approach to bullying, harassment or victimisation of any kind. We recognise that improving employee engagement has a positive and significant effect on organisational performance. We know that ideas generated by colleagues can help shape the future direction of our services and contribute to the successful delivery of our goals, and our inclusive leadership style guides us in this approach.

We are committed to building a workforce which reflects the diversity of the people of Scotland. We are proud to be an equal opportunities employer that values and respects the people who work for us. We seek to ensure all job applications are treated fairly, with respect and without bias. We positively encourage applications from suitably experienced candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We particularly welcome applications from female and black and ethnic minorities (BME) candidates who are under-represented at this level. All appointments will be made on merit.



We are committed to agile working and currently operate a wide variety of work patterns and arrangements across the parliamentary service. We will be pleased to consider applications from candidates wishing to work flexibly and all requests will be seriously considered. Please include clearly any information about your preferred working arrangements in your application.



How to apply

Applications

The first stage of the recruitment process requires you to submit your CV and a covering statement of 1 page showing how you have demonstrated the skills and experience on Page 4 (full details of which can be found on our [Recruitment Page](#)) to jobs@parliament.scot by **5pm on Friday, 28 September**.

As part of Stage 1, please also complete our Equal Opportunities Monitoring Form and submit along with your CV and Statement.

The next stage will be an interview and assessment, where you will be asked to provide evidence of the skills, knowledge and experience as identified on Page 5.

Please note that interviews may take place week commencing 22 October 2018, however, this date may change.

Closing date for applications: 5pm on Friday, 28 September

For informal enquiries, please contact David Possee, Desktop and Client Services Manager by email or telephone:

david.possee@parliament.scot

0131 348 5295



Summary of terms and conditions of employment

Salary

Minimum starting salary £21,837 per annum, paid monthly by bank credit transfer. You will progress at the rate of one scale point per year on the anniversary of taking up the appointment grade.

The salary range for this post is shown below:

Minimum Year 1	Year 2	Year 3 (max)
£21,837	£23,199	£25,641

Hours

The way the Parliament works means that different groups of staff work varying hours and patterns. You may have to work longer hours when Parliament is sitting and reduced hours during recess periods. For this reason we have very progressive flexible working hours (FWH) arrangements. You will be required to work within these arrangements.

Notwithstanding your individual working pattern, if you are employed on a full time basis, you will be contracted to work 1623.6 hours per year. This is the equivalent to a 37 hour week (and typically for this role between 8am and 6pm), excluding breaks, annual leave and public and privilege holidays. If you work on a part-time basis, you will be required to work the number of hours specified in your appointment letter.

Annual Leave

Your annual leave allowance will be 30 days. Our annual leave year runs from 1 September to 31 August. If you take up your appointment during the course of the leave year, your annual leave allowance will be proportional.

In addition, you will also receive 11.5 days public and privilege holidays. They are normally taken at fixed times of the year. If you are required to work on a public or privilege holiday overtime arrangements will apply.

If you work on a part-time basis, your annual leave and public and privilege holiday entitlement is pro-rated.

As with working hours, there may be restrictions on annual leave when Parliament is sitting. In any event you may not take annual leave unless it has been agreed, normally in advance, with your line manager. The annual leave allowance is 30 days.

Pension

Unless staff choose otherwise we offer the opportunity to join the Civil Service pension arrangements, which include a valuable range of benefits. We will make substantial employer contributions towards the Civil Service pension. More information can be found on the [Civil Service Pensions website](#).

Age

The SPCB does not operate a retirement age policy. This means that there is no upper age limit beyond which you would be automatically retired and you are free to continue in employment for as long as you wish subject to the normal rules concerning Performance, Attendance and Conduct.

Travelling and Other Expenses

We pay travelling and other expenses if you incur them whilst on official duty. However, we will not reimburse the cost of normal daily travel between home and office.

Unless we have stated otherwise in the advert, we do not reimburse travel or other expenses you incur in attending an interview or assessment with us. We are happy to explore alternative arrangements if this causes you difficulty.

Probation

You will be on probation for six months. Confirmation of your appointment is dependent on the satisfactory completion of this probation period, taking into account your job performance, conduct and attendance.

Outside and Political Activities

As an employee of the SPCB, you may not take part in any activity that would in any way conflict with the interests of the Parliament or be inconsistent with your duties and responsibilities.

You may not take part in national political activities, although you may seek permission to take part in local political activities. If permission is granted, it will be subject to the observance of general rules relating to possible conflicts between your official responsibilities and your political activities.

Health and Safety

The SPCB is committed to promoting health and safety as a priority issue. Its aim is to take appropriate and reasonable steps to ensure that it conducts its business in such a way that employees and other people who may be affected by its work are not exposed to risks to their health and safety.

General Data Protection Regulation

For further details on how we will process your personal data please refer to the [HR Workers Privacy Notice and SPCB Recruitment Privacy Notice](#).

Suggestions

We want all applicants to feel that they have been treated fairly, even if they are not appointed. If you have any comments or suggestions about the way in which this recruitment campaign has been handled, we would really like to hear from you.

Referees

Please do not send references or testimonials with your form. If you are successful, we will approach previous and/or current employers for a reference. We can only make a formal offer of employment once we have received these references. If you have no employment history we may approach any school, college or university you have attended.

Health Assessment and Security Clearance

If you are successful at interview you will be asked to complete a health assessment form. If necessary, we may ask you to attend a medical assessment. Assessments are carried out by our occupational health supplier in the Parliament building. The reason why we carry out a health assessment is to make sure that the job you have applied for is suitable for you. It is also to find out if we need to carry out any adjustments to help you do the job.

Security clearance is required for this post. If you are successful we will ask you to complete a security questionnaire. This form will explain our security vetting policy. We can only make a formal offer of employment once the security clearance process is complete.

Visa and Work Permits

There are no nationality restrictions on who the SPCB employs.

You must however check whether there are any restrictions on your stay or your freedom to take or change employment in the United Kingdom before you apply for a post. If you are successful at interview we will make a complete enquiry into your eligibility to work in the United Kingdom.

Please note that this document is provided for information only and does not form part of the SPCB's terms and conditions of employment.

Go to our [staff handbook](#) for full details of our terms and conditions of employment.



HAPPY TO **TRANSLATE**



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