



Role Profile

Vacancy Summary

Job title:	IT Desktop Support Analyst	Job reference:	HUM1110 - 522
Agency:	UK Debt Management Office	Team:	Business Delivery
Reporting to:	Head of IT Client Services	Closing Date:	21 st April 2024
Salary Range:	£35,000 – £40,000		
Contract Type:	Permanent		

About the UK Debt Management Office

The DMO is an Executive Agency of Her Majesty's Treasury. We are responsible for debt and cash management for the UK Government, lending to local authorities and managing certain public sector funds.

About the Role

The UK Debt Management Office is looking for an enthusiastic IT Desktop Support Analyst to join a small IT Client Services Team to maintain the overall support capacity of the team and also help develop a more structured customer support processes to improve the efficiency of the overall IT function.

Ideally the candidate will have some experience of delivering IT support services in a customer focused, time-critical business environment and will be able to demonstrate a flexible approach and willingness to contribute in all areas of IT support.

Ideally the candidate will have some experience in a technical customer service orientated environment and will have excellent people skills and customer service management

About the Team

The Desktop support team comprises of 5 people and are the first line support for any IT queries and report into the Head of IT Client support who also manages the Application Support team. The team is part of the Business Delivery team which support the DMO on all IT matters, Project Management, Contract Management, Business Analysis, Development and Testing

Normal (current) hours of operation are 06:30 – 18:30, split into 3 support shift patterns (06:30-14:30, 10:30-18:30 and 09:00-17:00) on a rota basis

Key Responsibilities/Accountabilities

The successful candidate will be responsible for:

1. Liaising directly with business users at all levels to deliver all aspects of 1st Line Client Support – call handling, troubleshooting, ownership and resolution of incidents, as well as fulfilling client service requests
2. Supporting the onsite and remote users of collaborative technologies such as MS Teams as well as providing onsite support to videoconferencing/MS Teams technology in the meeting rooms.
3. Delivering 2nd Line Client Support – including desktop and laptop hardware provisioning, software installation, telephony and user networking support
4. Maintaining accurate asset and configuration records and support documentation
5. Supporting key DMO projects and initiatives that are assigned to them
6. Liaising with the Infrastructure and Application Support Teams in problem resolution and making sure processes are followed correctly

Sift Criteria

For this vacancy, we will use the Civil Service Success Profiles to assess you against the following Behaviours, Experience and Technical Skills:

1. **Experience:** experience of providing an effective IT support service in a complex and time-critical customer focused business environment
2. **Technical:** knowledge and understanding of managing IT access using Active Directory, mobile device management, telephony systems, physical and virtual desktop support
3. **Experience:** Having strong inter-personal skills with ability to communicate effectively at all levels
4. **Experience:** Balancing competing priorities and multi-tasking to deliver consistently solutions and proposals on time
5. **Experience:** Being proactive and able to take the initiative whilst being a good team player

Lead Criteria - Technical: knowledge and understanding of managing IT access using Active Directory, storage & backup solutions, mobile device management, telephony systems, physical and virtual desktop support

A sift based on the lead criteria may be held if a large number of applications are received

Candidates – Please note, you will be asked to give evidence in your application of how you meet these criteria.

Interview Process

At interview stage, we will use the Civil Service Success Profiles to assess your behaviours, strengths, technical skills, experience and ability as part of the interview.

Behaviours

Behaviours:

- Seeing the big picture
- Changing and Improving
- Making effective decisions
- Leadership
- Communicating and Influencing
- Working Together
- Developing self and others
- Managing a quality service
- Delivering at pace

Strengths



The interview panel will ask you questions about what you enjoy doing and what you do well and often. When looking at your strengths, we want to find out whether you, the organisation and the job will be a good fit. By ensuring that the role is the right fit for you, you are more likely to enjoy it and perform well.

Technical skills



The interview panel will ask you questions about your understanding of technical and practical operation on a range of relevant areas

Experience



The interview panel will ask you questions about what you have previously achieved or your knowledge in a particular field. The questions will relate to the areas of work outlined in the 'Key Responsibilities/Accountabilities' section above.

Ability



The selection process may involve some skills, aptitude and psychometric testing for which you will be given prior notice.

Interview – Information for candidates

There will be a **one** stage interview process for this vacancy.

Applicants for this post will be assessed against the elements of Success Profiles listed above. **Candidate guidance on Success Profiles, and how you will be assessed, is available here.**

- **Stage 1:** Applicants for this post will be assessed against the elements of the Success Profiles recruitment framework listed above.

Application deadline: 23:55 Sunday 21st April 2024

Shortlisting: Week commencing 22nd April 2024

Interviews: Week commencing 6th May 2024

These dates are indicative and may change

Application details

To apply, please send a **CV and supporting statement** detailing how you meet the criteria of the role to Recruitment@dmo.gov.uk

The candidates who are assessed, from the information provided as best meeting the requirements of the role will be invited to interview. **Please note that only candidates shortlisted for interview will be informed of the progress of their application. Feedback will only be provided to those invited to attend an interview.**

As part of our pre-employment security checks, if you are invited to interview, you will need to bring:

- Proof of identity, e.g. your **passport or driver's license**. Documents must be in date and valid.
- Proof of your National Insurance (NI) number, e.g. **letter from DWP confirming your NI number, or P60**

If you do not bring a UK passport, you will need to bring other documentation of your right to work in the UK, e.g. your visa, biometric residence permit or birth certificate. Now that we have concluded the Brexit transition period applicants from the EU must provide proof of their eligibility to work in the UK.

Further details regarding acceptable documents will be provided in the invitation to interview.

For more information on the DMO visit: www.dmo.gov.uk

Working arrangements

Location/hybrid working

- The post will be based at in the DMO's office in the City of London
- We are an operational business and deliver of our Remit is a priority. We are a London based organisation and our contracts reflect that our place of work is our London office.
- UKDMO is a flexible employer. We work in small teams and individuals have a say in how they do their work. Where employees have health or caring responsibilities we are empathetic to different situations.
- We work a hybrid pattern. From 1st April 2024 our expectation is for employees to work remotely for 40% of their time and 60% of their time in the office. This is in line with the rest of the Civil Service and much of the private sector. We measure this over a rolling month so that individuals can plan their time, in agreement with their line manager, and in order to meet business need.
- In agreeing how we work, UKDMO has to balance the need to meet all business objectives, including working collaboratively, with our understanding of individual circumstances.

Hours of work

- The working hours of this post are 36 hours per week excluding lunch breaks
- This post is available on a full-time basis although part time/job share/flexible working hours may be considered.
- Normal (current) hours of operation are 06:30 – 18:30, split into 3 support shift patterns (06:30-14:30, 10:30-18:30 and 09:00-17:00) on a rota basis

Benefits

- Annual Leave - You will have an annual leave allowance of 27.5 days plus paid bank holidays.
- Civil Service Pension
- Subsidised gym membership
- Interest free season ticket loan
- Family friendly HR policies including paid maternity, paternity and adoption leave
- A working culture which encourages inclusion and diversity

Professional Qualifications, Training & Development

The DMO provides financial support to employees undertaking professional qualifications, skills training and development that are relevant to the role. The DMO will also pay individual subscriptions to professional bodies.

Probationary Period

You will normally be subject to a period of probation for the first six months of the appointment. The DMO may exercise its discretion in extending the probationary period by a further three months where considered necessary

Eligibility Statement

Individuals appointed to the DMO will be subject to National Security Vetting. To allow for meaningful checks to be carried out applicants will normally need to have lived in the UK for at least 3 out of the past 5 years. A lack of UK residency in itself is not always a bar to security clearance but the Department will need to consider eligibility on a case by case basis using all information that can be obtained following a successful application.

Diversity

DMO has a strong commitment to equality and diversity. Our aim is to be a department which is open and accessible, recruiting and retaining a diverse, talented and high-performing people who support and develop one another.

We are a Disability Confident Employer. This means we've been recognised as an employer which is confident and leading the way in recruiting and retaining staff with disabilities. We will offer an interview to any applicants with a disability who have indicated they wish to take part in the disability confident scheme, provided they meet the sift criteria set out for this post.

If you need any reasonable adjustments to take part in the selection process, please tell us about this in your application form. If you would like to speak to the DMO recruitment team regarding this, you can contact them via email at HR@dmo.gov.uk.

Data Protection

The DMO will keep your personal details and other information relating to your application for a maximum of two years following the close of the campaign, for audit purposes only after which time it will be securely destroyed. All data is held securely and takes account of our obligations under the General Data Protection Regulation (GDPR).

Civil Service Code

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants. The Civil Service Commission has two important roles in relation to the Civil Service Code. The Commission hears complaints under the Code from civil servants. The Commission also works with Departments to help them with their promotion of the Code.

The Civil Service Code outlines the core values of the Civil Service:

- Honesty
- Integrity
- Impartiality
- Objectivity

It describes the standards of behaviour expected of individual civil servants against each of these four values.

Complaints Procedure

The DMO's recruitment processes are underpinned by the recruitment principles of the Civil Service Commissioner, which outline that selection for appointment is made on merit on the basis of fair and open competition. <https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/>

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's recruitment principles.

If you feel at any time your application has not been treated in accordance with the values in the Civil Service Code and/or if you feel the recruitment has been conducted in such a way that conflicts with the Civil Service Commissioner's Recruitment Principles, you may make a complaint by contacting us at HR@dmo.gov.uk in the first instance. If you are not satisfied with the response you receive you can contact the Civil Service Commissioners via info@csc.gov.uk, alternatively they can be contacted at the following address: G/8, 1 Horse Guards Road, London, SW1A 2HQ.

