

Job Description

Post Title: Support Desk Officer



Role Profile Support Desk Officer - Specialist BCP Grade G

Service/Team Systems Development & Support

Reports to Support Desk Lead

Responsible for N/A

Number of posts 4

Post number TBC

Career Grade N/A

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by supporting frontline services in the use of a case management system that ensures children and vulnerable adults are protected and supported.

Job Overview

Support BCP staff across Adults and Children, Young People & Families teams in the use of the Mosaic Case Management System (CMS). Working as part of a team to deliver a first line support desk service, logging and resolving incidents and service requests.

Key Responsibilities

- To provide a first point of contact for Mosaic workers, ensuring all support requests are dealt with quickly and efficiently, in line with standards and procedures
- Triaging incoming requests and incidents and recording them using the appropriate system
- Identifying and completing appropriate resolutions.
- To provide information to Mosaic workers regarding change controls and service interruptions, using the most appropriate communication channels.
- To actively contribute to and maintain the integrity of the client database within Mosaic CMS and to update the database with information gained during calls.
- To ensure data protection and data quality and governance is adhered to at all times.
- Actively identify common and repeat issues and advise the Support Desk Lead

Specific Qualifications and Experience

- ITIL Foundation (desirable)
- Customer Service Experience
- Experience of using case management systems in a support desk environment

Personal Qualities & Attributes

- Highly organised, capable of handling multiple tasks simultaneously
- High level of resilience and calm under pressure
- Excellent customer service skills

Job Requirements

- DBS check

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.