

## Role Profile

Role Details			
Role Title	1 <sup>st</sup> Line Support Assistant	Section	IT
Division	Support Service	Report To	IT Solutions Manager
Grade/Salary	SCP23	Date Completed	8 May 2025
Company Overview			
<p>City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.</p> <p>City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.</p> <p>Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.</p> <p><b><u>Our Values</u></b></p> <p>Community – To build more sustainable communities through social, economic and community engagement.</p> <p>Trust – To be trusted by our employees, clients, and partners.</p> <p>Ambition – To do more for our client and partners and provide more opportunities for our employees and stakeholders as part of our change and growth strategies, succession planning and sustainability.</p> <p>Honesty – To promote at all times in our communication with all stakeholders promoting partnerships and sustainability.</p> <p>Excellence – To deliver quality in everything we do.</p> <p><b><u>Our Mission Statement</u></b></p> <p>To contribute excellence in construction, repairs, maintenance, manufacturing and training to our customers, our employees, partners, suppliers, and the local communities in which we work.</p> <p><b><u>Benefits</u></b></p> <p>As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:</p> <ul style="list-style-type: none"> <li>– A rewarding career with a competitive salary.</li> <li>– Access to contributory pension scheme – Strathclyde Pension Fund.</li> <li>– Excellent annual leave entitlement</li> <li>– Enhanced maternity, paternity, and adoption/shared parental leave.</li> <li>– Access to excellent health and wellbeing initiatives.</li> <li>– Access to a discounted gym membership.</li> <li>– Facility to make payments directly from your salary.</li> <li>– Workplace parking and more.</li> </ul>			

## Role Summary

The 1<sup>st</sup> Line Support Assistant plays a vital role with the City Building IT section, based within the IT Helpdesk covering 1<sup>st</sup> line support and assistance to colleagues providing remote device and application support typically by telephone and/or email.

You will possess trouble shooting experience in the Microsoft suite of systems and proven experience in a fast-paced helpdesk role.

As a key member of the team the main duties will include:

- Answering and logging IT service requests/incidents received via phone, web-logged call or email.
- Assist in Providing 1st contact technical problem analysis and resolution of client issues with the aid of available Service Desk tools (e.g. Remote Support, FAQs, Troubleshooting Guides, and Knowledge base articles).
- Accurately log actions taken and resolutions.
- Maintain the company asset management software.
- Assist in raising and processing PO's as required.
- Any additional duties as directed by IT management in line with business requirements.

The 1<sup>st</sup> line support will also liaise with support companies to log and follow through with service requests/incidents when required.

To be effective in this position, the 1<sup>st</sup> Line Support Assistant must possess a proactive approach, excellent communication, and the ability to adapt to change and manage multiple priorities. You will be committed on a personal basis to the provision of excellent customer service and demonstrate first-class interpersonal, communication and organisational skills.

You will assist in the implementation of all processes and procedures to ensure effective administration and monitoring arrangements to safeguard the interests of the LLP at all times.

You will be required to add value to your section but may be expected to contribute across all spheres of the business as appropriate.

*At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.*

## Role Outputs

Role Output:	Includes the Requirement to:
Service Desk	<ul style="list-style-type: none"><li>– Ensure calls to the helpdesk are handled in a timely and professional manner.</li><li>– Ensure emails to the helpdesk are recorded and handled in a timely and professional manner.</li><li>– Possess the ability to handle queries from internal and external stakeholders efficiently and effectively, avoiding unnecessary delays.</li><li>– Provide initial response to all enquiries to the helpdesk resolving where possible or assigning on to the appropriate 2<sup>nd</sup> level support as required.</li><li>– Deliver effective communication to customers on the progress of their request or issues.</li><li>– Handle inquiries, offer assistance, or redirect them to the appropriate person and/or section when necessary.</li></ul>
Supplier Management	<ul style="list-style-type: none"><li>– Communicate with suppliers to ensure timely delivery of goods/services and resolving any issues that may arise.</li><li>– Ensure details of supplier performance is recorded and reviewed in accordance with City Building policies.</li></ul>

Asset Management and Software Control	<ul style="list-style-type: none"> <li>– Ensure that the asset management database is maintained and updated in a timely manner.</li> <li>– Ensure all software licenses and access rights are accurately recorded.</li> </ul>
General	<ul style="list-style-type: none"> <li>– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role.</li> <li>– Complete all compulsory GOLD and Safety Media training for your role.</li> <li>– Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.</li> </ul>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> <li>– Ensure that you are complying with internal policies, procedures, and relevant regulations.</li> <li>– Comply with and implement all City Building Policies and Procedures.</li> <li>– Act ethically and with integrity.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>– To carry out work in accordance with the Health and Safety at Work Act 1974</li> <li>– To ensure that all Health and Safety requirements are adhered.</li> <li>– Report all Incidents and Accidents at the earliest opportunity.</li> <li>– Ensure a safe working site at all times.</li> <li>– Ensure wellbeing is a priority.</li> </ul>

### **Key Behaviours and Competencies**

**Our 1<sup>st</sup> Line Support Assistant will demonstrate the following behaviours and competencies:**

<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Organisational	<ul style="list-style-type: none"> <li>– Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly.</li> <li>– Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines.</li> <li>– Ensuring all administrative duties are completed in a timely manner.</li> <li>– Taking proactive actions to anticipate needs, address potential issues, and processes.</li> </ul>
Attention to Detail	<ul style="list-style-type: none"> <li>– Ensure all data details are recorded accurately, minimising errors that could impact the scheduling or execution of work and be utilised for future reference, and audit purposes.</li> <li>– Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems or processes are handled properly.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>– Provide clear communication and updates as required this could be through email updates, phone call updates, and meetings.</li> <li>– Provide clear instructions, feedback, and updates with team members and users when required.</li> <li>– Maintain a positive and professional working relationship with other sections, and external stakeholders ensuring smooth IT operations and communication.</li> </ul>
Ongoing Training and Professional Development	<ul style="list-style-type: none"> <li>– Complete all necessary training for your role.</li> <li>– Keep up to date with emerging technologies, updates, and best practice.</li> <li>– Be open to mentorship and guidance for improvement from more experience colleagues.</li> </ul>
Trust and Confidentiality	<ul style="list-style-type: none"> <li>– You must ensure that any sensitive information is handled confidentially and responsibly.</li> <li>– Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.</li> </ul>
Ethical and Professional Integrity	<ul style="list-style-type: none"> <li>– Able to demonstrate honesty and transparency in all professional dealings, particularly regarding reporting.</li> </ul>

	<ul style="list-style-type: none"> <li>– Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.</li> </ul>
<b>Person Specification</b>	
<p>You will be experienced in in a fast-paced service desk environment with excellent knowledge of IT systems and have excellent communication skills. You will be comfortable working on your own initiative.</p> <p>You will represent the interests of the LLP at all times and be conversant with the business areas and IT systems and will bring an innovative approach to new developments and will be committed to development on a personal basis.</p> <p>You will be required to have a flexible approach to this role and in your contribution to the success of the business.</p> <p>–</p>	
<b>Requirements</b>	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> <li>– Proven knowledge of ITSM and ITIL</li> <li>– Proven high level of knowledge of MS Office Product Suite</li> <li>– Proven experience of MS Azure, intune and MDM advantageous</li> </ul>	
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>– Head of IT</li> <li>– All personnel within IT section</li> <li>– City Building Employees</li> <li>– Support Service Areas</li> <li>– All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly</li> </ul>	
<b>Conditions</b>	
<p>Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.</p> <p>Your contracted hours of work will be 21 hours per week to be worked to suit the needs of the business.</p> <p>You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.</p>	