



## **JOB PROFILE**

**Post:** IT Support Specialist

**Responsible to:** IT and Digital Support Manager

### **Job purpose**

Deliver IT and application support to all Scottish Social Services Council (SSSC) colleagues. Support the IT team and provide an escalation route for complex or challenging technical issues. Maintain ownership of the task through to successful completion or escalate to IT and Digital Manager where appropriate. Make sure effective and appropriate communications are maintained with everyone involved to provide an excellent service to colleagues.

### **Principal working contacts**

Internal and external stakeholders  
IT and Digital Support Manager  
IT and Digital Support Team  
Service providers  
Digital Services Team

### **Main duties**

- Provide a proactive and supportive point of contact for colleagues with requests or issues and act as point of escalation for IT Support Team.
- Assist with day-to-day allocation of activity and regular tasks within the IT and Digital Support Team.
- Log and record all support tickets and associated actions using appropriate ticket management software ensuring tickets are dealt with in a timely manner.
- Keep up to date with knowledge of organisational policies and working practices to respond to queries from both internal and external customers.
- Categorise and prioritise all support incidents and requests, escalating as required by process, priority and workload to maintain timely resolution in line with service level agreements.
- Contribute to and support IT projects from concept to implementation.
- Manage escalated support tickets, monitoring progress to ensure that tickets are closed in a timely manner according to priority.
- Provide administration of systems.

- Liaise with third party suppliers where appropriate to resolve issues and tasks.
- Update and create documentation including instructions and knowledge base articles.
- Work with colleagues and third-party partners in a collaborative, transparent, proactive way.
- Build and maintain positive relationships with team, colleagues and third-party partners.
- Demonstrate excellent customer service.
- Demonstrate a commitment to our aims, vision and values.

### **Other duties**

The SSSC is a developing organisation and this job profile is a broad picture of the role at the time of writing. Duties may change over time.

This is not a contractual document and the successful candidate will be required to carry out any other reasonable duties that are needed to fulfil the purpose of the job.

The successful candidate should carry out their duties in a way that is mindful of our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for their own safety and that of others who may be affected by what they do or fail to do while at work.