

Salary: £20,755 - £24,853 depending on skills and experience

Contract type: 2-year fixed term appointment

Grade: MoJ Band D

Number of open roles: 3

Locations: 2 posts X Birmingham 1 post X Nottingham

Hours: 37 hours/week (42 hours incl. lunch)

Working pattern: flexible working, full time, part time

Closing date for applications: 17th June 2019

Interview location: Birmingham or Nottingham

Introduction

These are exciting times at MOJ Digital and Technology. We have a clear vision - to develop a digitally-enabled justice system that works more simply for users - and we're looking for talented people to help us achieve it.

We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding.

As well as doing great work, we're creating a place that's great to do work in. We offer tip-top kit, brilliant training opportunities and support from expert colleagues. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

The team

The Customer Service ICT Support Analyst is a member of the MOJ Technology Customer Service Team that provides a mix of on-site deskside support and remote line of business applications second line support to staff working across the MOJ. Covering a diverse range of Offender Management and business roles that on a daily basis have to deal with some challenging individuals and often require a very fast response to Incidents and Requests. The technical landscape is varied, including bespoke Case Management applications and modern Windows10 laptops using the Office365 suite with access to modern microservice based inhouse-developed Digital Applications. Providing ICT Support in this environment can be challenging.

The role

The focus of the role is to provide timely and effective ICT Support. This requires a willingness to work under a performance measures regime. Working in concert with their Team Leads and local ICT Managers to iteratively and continuously improve both the technical aspects of the role – the teams documented knowledge articles – and the procedural way the work is delivered – the CS ICT Way of Working.

There is opportunity to gain experience and develop expertise across a diverse range of technologies and business applications.

You will:

- provide on-site and remote 2nd line ICT Support as required. Monitoring relevant Service Desk Tooling Resolver Groups and Functional mailboxes for incoming Incidents & Requests and progress appropriately;

- continuously improve and iteratively refine the documented Work Instructions (knowledge articles) via normal day-2-day use;
- escalate to your Deputy or Team Lead should any individual Tickets or customers present unexpected difficulties.
- liaise directly with CS ICT Service Management and also Supplier leads to ensure CS ICT Incidents and Requests are resolved/ fulfilled to SLA.

You'll demonstrate

- an active interest in expanding your knowledge of areas related to own role;
- Ability to consider and suggest ideas for improvements, sharing feedback with others;
- An ability to ensure levels of service are maintained – flag up risks or concerns in order to meet customer requirements

Throughout the process we will assess your technical specialist skills and experience on the above requirements.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.

Salary and working arrangements

If successful, the salary we offer you will be within the advertised range and will depend on the skills and experience you demonstrate at the interview.

Therefore in your cover letter it would be helpful to the hiring teams if you can indicate your salary expectations and if possible your notice period.

You'll also get:

- Flexible working options such as working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss further
- Lots of training and development opportunities
- A [civil service pension](#) with an average employer contribution of 22%
- 25 days annual leave (plus bank holidays), and an extra day off for the Queen's birthday. No promises you'll be invited to her party, though
- Great maternity, adoption, and shared parental leave, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers, and eye-care vouchers.

Selection process details

Candidates must submit:

- a current and relevant CV;
- a Cover letter (1 page max) setting out why you are interested in the role and how you meet the essential skills and experience required.

The job advert lists the essential, specialist skills and experience as well as key Civil Service competencies required for the role.

At the CV review/sift stage we will use the technical/specialist skills and experience to determine your suitability for the role. At the interview we ask you questions based on the specialist/technical skills and experience in the job advert. If invited to an interview we will send you a detailed Job description to help you prepare for your interviews.

In the Civil Service, we use [Success Profiles](#), a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role. At the interview we will be assessing your technical/specialist experience, outlined in the above role description, testing your ability through relevant assessments and asking you questions to assess behaviours and strengths. The behaviours we assess are:

- Leadership
- Communicating and influencing
- Working together
- Developing self and others
- Making effective decisions
- Delivering at pace
- Seeing the big picture
- Changing and improving
- Managing a quality service

At the Interview we will ask open-ended questions to which they are seeking answers/evidence of essential, previous skills, experience and behaviours in order to guide their hiring decision.

Note: due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.

Things you need to know

Security and Immigration checks

Successful candidates must pass a disclosure and barring security check. Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check](#).

Candidates will be subject to [UK immigration](#) requirements as well as [Civil Service nationality rules](#).

If you're applying for a role requiring security clearance please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

Nationality requirements

Open to UK, [Commonwealth](#) and [European Economic Area \(EEA\)](#) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

Eligibility

Candidates in their probationary period are not eligible to apply for vacancies within this department.

Working for the Civil Service

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants. We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equality of opportunity. There is a guaranteed interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria.

Contact point for applicants

For further information regarding this role please contact [MoJ D&T Recruitment](#).

Further information

All Civil Servants will adhere to the '[Civil Service code](#)', which outlines the Civil Service's core values, and the standards of behaviour expected of all civil servants in upholding these values.

Note for current Civil Servants: If successful, the salary offered would normally be determined by applying the MoJ salary progression rules. If the appointment is on level transfer your substantive salary (excluding any allowances) will remain unchanged, unless it exceeds the maximum stated within the MoJ pay band, and unless your current salary is below the relevant MoJ grade minimum. If the appointment is on temporary or substantive promotion the salary will be increased by the appropriate promotion percentage or moved to the minimum of the relevant MoJ grade minimum, whichever is the greater.

Note for non Civil servant applicants: This post is open to UK Nationals, Commonwealth Citizens, EEA Nationals of other member states and certain non-EEA family members. There must be no employment restrictions or time limit on your permitted stay in the UK. You should normally have been resident in the United Kingdom for at least 3 years and in some cases 5 or even 10 years preceding your application due to the requirement to have a checkable history for security vetting purposes. If you answer 'No' to the questions regarding nationality then it is unlikely your application will be pursued. If you are unsure as to your eligibility on any of these points, please contact the recruitment team for clarification or advice.