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# Service Desk Engineer Candidate Information

July 2024

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## The Institute of Cancer Research

### About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide. As well as being a world-class institute, we are a college of the University of London.

We came second in the league table of university research quality compiled from the Research Excellence Framework (REF 2021). We have charitable status and rely on support from partner organisations, charities, donors and the general public.

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We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

### Digital Services

The Digital Services Directorate ensures that everyone at the ICR has access to the technology they need to do their jobs effectively including providing specialist IT support to the ICR's research community.

### The Job Role

The Service Desk Engineer's primary function is to act as the first point of contact for resolving user-reported technical issues and ensuring their satisfaction through effective troubleshooting and support.

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Our mission  
is to make the  
discoveries that  
defeat cancer.

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### Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.



#### **Pursuing excellence**

We aspire to excellence in everything we do, and aim to be leaders in our field.



#### **Acting with Integrity**

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.



#### **Valuing all our people**

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.



#### **Working together**

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.



#### **Leading innovation**

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.



#### **Making a difference**

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.



*Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”*

**Professor Kristian Helin**  
Chief Executive

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### Job description

**Department / division:** Digital Services

**Pay grade / staff group:** Professional Services 6

**Hours / duration:** Full time (35 hours per week), Monday to Friday.

**Reports to:** Service Desk Team Leader

**Main purpose of the job:** The Service Desk Engineer's primary function is to act as the first point of contact for resolving user-reported technical issues and ensuring their satisfaction through effective troubleshooting and support.

### Objectives

Provide first-line technical support for internal and external users.

Resolve user IT issues effectively and efficiently.

Maintain high customer satisfaction through effective communication and problem-solving.

Contribute to the smooth operation and continuous improvement of the service desk.

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### Duties and Responsibilities

Triage and diagnose user issues related to hardware, software, network, and applications.
Provide technical support and guidance to users through various channels (phone, email, chat, etc.).
Troubleshoot and resolve a wide range of technical problems using established procedures.
Document incidents, solutions, and escalations following established protocols.
Provide clear and concise explanations of technical issues to users in non-technical terms.
Maintain knowledge of current IT trends, products, and procedures through ongoing training.
Contribute to continuous improvement of service desk processes and knowledge base.
Adhere to established SLAs (Service Level Agreements) and ensure timely issue resolution.
Escalate complex issues to senior service desk or other teams when necessary.

### General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations
Any other duties that are consistent with the nature and grade of the post that may be required.
To work in accordance with the ICR's Values.
To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.
This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

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### Person specification

#### Education and Knowledge

A-Levels in Maths & English or equivalent experience in a similar role.	Essential
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The tables below list the essential SFIA skills, at the relevant level, needed for the position.

Category	Skill	Required Level
Delivery and operation	Application support	2
	Asset management	2
	Change control	2
	Configuration management	2
	Incident management	2
	Network support	2
	Security operations	2
	Service level management	2
	IT infrastructure	1
	Systems installation and removal	1
Relationships and engagement	Customer service support	2

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### SFIA Supplementary documents

The table below lists the supplementary documents provided. These explain the SFIA framework for those unfamiliar with it, and provide a detailed breakdown of each skill listed above and its importance for the role and how it will be used.

Document	Function
SFIA 8 Summary Chart	Provides a summary chart of the SFIA professional skills and a summary of the generic attributes.
SFIA 8 The framework reference	Provides the full description of the SFIA levels of responsibility, the generic attributes that define the SFIA levels, the behavioural factors, knowledge statements and all the SFIA professional skills.
SFIA 8 skills and responsibilities spreadsheet	Provides the content of the SFIA levels of responsibility, the generic attributes and the professional skills.

These documents can be downloaded here:

[SFIA 8 Summary Chart](#)

[SFIA 8 Skills and Responsibilities Spreadsheet](#)

[SFIA 8 Framework Reference](#)

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### Experience

Proven ability to effectively diagnose and resolve complex technical problems: This highlights the ability to think critically, analyse information, and apply technical knowledge to identify root causes and implement solutions.	Essential
Excellent communication and interpersonal skills: This is crucial for interacting effectively with internal and external users, clearly explaining technical concepts in a non-technical manner, and building positive relationships.	Essential
Experience working with and utilizing knowledge of IT service management (ITSM) methodologies and tools: This demonstrates understanding of frameworks like ITIL and the ability to utilize ticketing systems, knowledge bases, and other ITSM tools to streamline processes and improve efficiency.	Essential
Strong commitment to providing exceptional customer service: This emphasizes the ability to prioritize user needs, listen actively, and deliver solutions in a professional, courteous, and timely manner.	Essential

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We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service. All staff receive an additional three days at Christmas.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

### **Further information**

You may contact Recruitment for further information by emailing [recruitment@icr.ac.uk](mailto:recruitment@icr.ac.uk). This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.