

Bernicia Group Role Profile

Title: Service Desk Trainee

Reporting to: Service Desk Supervisor

Responsible for: Supporting the Service Desk team to provide 1st line IT support to Bernicia colleagues, under supervision and with appropriate guidance

Date: September 2026

Purpose

To develop the skills, knowledge and experience required to provide an effective Service Desk function, supporting the delivery of 1st line ICT services across Bernicia under the guidance of experienced colleagues and the Service Desk Supervisor.

Accountabilities

Operational

- To support the day-to-day operational activity of the Service Desk function, learning how to deliver efficient, reliable and customer-focused ICT support
- To receive, log and update support issues and requests accurately, ensuring records are clear and can be tracked and managed by the wider team
- To assist colleagues in the business by gathering relevant information and providing basic guidance in line with agreed Service Desk processes
- To recognise when issues require further support and escalate promptly to experienced Service Desk colleagues, technical teams or the Service Desk Supervisor
- To develop and maintain positive working relationships with internal colleagues and external contacts, representing the Service Desk in a professional manner
- To provide a helpful and customer-focused response to colleagues and external users, seeking guidance where needed
- To learn how to triage, prioritise and troubleshoot incidents, resolving routine issues where able and transferring more complex matters to the appropriate team
- To communicate with colleagues to gather further information about issues with computer equipment, software applications and access to systems
- To contribute ideas for improvements to Service Desk processes and the use of IT systems as knowledge and experience develops
- To assist with creating and maintaining Service Desk documentation, including basic guidance notes, processes and procedures
- To support routine hardware and software inventory activities as directed by the Service Desk Supervisor or wider ICT team
- To assist with communications relating to planned outages or emergency activities, under the direction of the Service Desk Supervisor or nominated ICT lead

Strategic

To support the ICT team in developing Bernicia's front line ICT services by learning agreed processes, contributing to continuous improvement activity and building the knowledge required to progress within the Service Desk function.

Corporate

1. To display appropriate conduct always as a member of staff of the organisation and to observe and promote the code of conduct, health and safety, equality and diversity and customer care policies and all other policies and procedures.
2. To ensure that all Group activities are discharged in a safe manner, minimising risk, at all times.
3. To attend learning and development events, as required.
4. To maximise the use of ICT facilities and contribute to their development where appropriate.
5. To carry out any other duties appropriate to the post, as required or requested by the line manager.

Comply with all relevant legislation and work within our policies and procedures.

As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.

Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.

Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Essential/Desirable Skills & Experience

Essential criteria:

Hold a recognised degree qualification in a computing related discipline

Hold a valid driving licence and has access to a vehicle

An interest in ICT and a willingness to develop knowledge of Service Desk systems and processes

The ability to remain calm, organised and responsive when dealing with competing requests

A basic understanding of common IT systems, software applications and digital devices

A positive approach to problem solving, with the ability to follow guidance and ask for help where needed

Able to work collaboratively with other business functions

Effective communication skills

Excellent customer service skills and experience

Able to log, categorise and support the initial triage of incidents, with guidance from experienced colleagues

Able to recognise when guidance or escalation may be required

Able to follow agreed priorities and seek support when workload or urgency is unclear

Desirable criteria:

Basic ITIL Service Management understanding

Familiarity with modern IT infrastructure concepts and systems

Demonstrable and relevant experience within an ICT role

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

