

The Leicestershire College

Job Description

1. Job Details

Job Title:	IT Helpdesk Technician
Department:	IT Services
Reporting To:	Senior IT Technician
Competency Level:	Business Support 2
Hay Grade:	TBC
Date of Job Evaluation:	TBC
Annual Salary (FTE):	£20,000 - £22,000

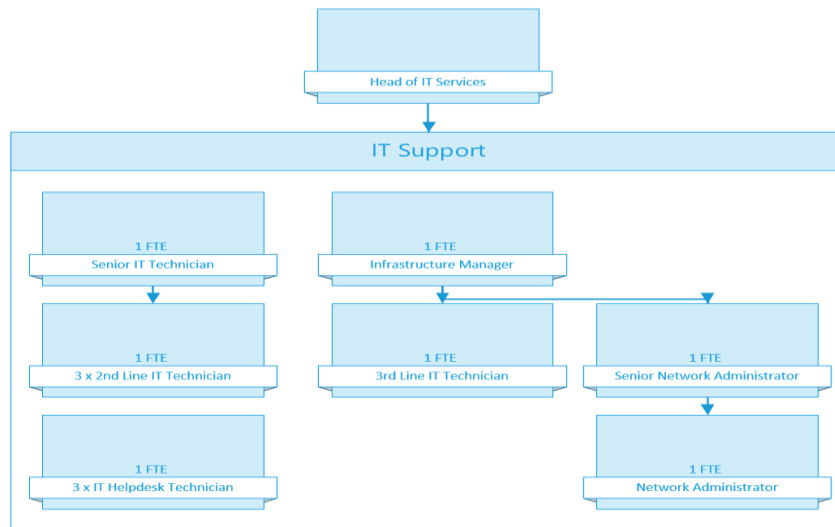
2. Job Purpose

To support Staff, Students and Stakeholder's IT environment and customer service fundamentals through the desktop & mobile computing environment.

3. Dimensions

- Work as 1st line IT support team member to record and deliver all IT requests, incidents and problems in line with the published and agreed SLA's
- Focused on the technical support, installation, maintenance and configuration of resources needed to support all current IT systems within the college environment.
- Work with the Senior IT Technician and Infrastructure Manager to deliver projects as required
- Work through shift patterns for the 1st line support team ensure that support desk & technical cover is available for the required hours of operation.
- Provide excellent customer service and communication to customers ensuring that they are kept informed of incidents problems and requests.

4. Organisation chart



5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone’s individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders’ relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Key Responsibilities

- To log and record all incidents and requests that come into the IT support team
- To provide 1st Line support for the desktop computing including PC’s, MAC’s, Projectors, and associated peripherals including specific resources required by the business.

- To follow the incident, problem, change, Asset and configuration, release and deployment and request fulfilment management functions within the ICT team.
- To follow and adapt the workflow process of Service Desk scripts to enable 1st line Support function to quickly identify issues and resolutions.
- To follow and continually improve the IT procurement function within the College.
- Aid in the coordination of IT resources to ensure that the appropriate level of service is provided. To maintain and report on pre-agreed levels of service availability.
- Ensure customer satisfaction.
- Respond to and liaise with management the resolution of any customer complaints
- Ensure personal workloads are manageable and targets and tasks met, highlighting conflicts and issues at the earliest opportunity.
- To assist in the planning, documentation and maintenance of IT resources across college
- To ensure safe practices with regard to health and safety by ensuring compliance with health and safety requirements and completing and reviewing risk assessments where appropriate

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

Role specific responsibilities

- Previous experience working in a customer care environment and handling email and telephone queries.
- Service Desk/Support Analyst experience within a Service Desk / Support Team is desirable.
- Windows environment desktop support and installation
- Office support and installation including O365
- SCCM / remote support
- Active Directory / Group Policy
- Network technology / VLAN knowledge
- IT hardware experience – Laptops and Desktops repair
- Outstanding customer service skills
- Excellent attention to detail
- Ability to work under pressure
- Excellent phone manor
- Ability to work alone when required

7. Key Result Areas

Action	Result
Understand and perform against Service Level Agreements.	To give meaningful performance data against SLA from the service desk, leading to the development of the continuous improvement plan

Manage incidents and problems to ensure timely return to service in line with the published priority stack & SLA's	Manages the expectations of the customers for the resolution of incidents, problems and requests
Acts as the first contact and resolution point for incidents and requests reporting progress to the customer.	Provides ownership of the support calls to effectively communicate with the customer advising of progress and expected resolution
Help identify problem trends to provide not just break fix resolution but true problem management to minimise repeat occurrence of incidents	Utilising the service desk application, tracks trends and KPI's to identify problem management opportunities minimising resolution times and restoration to service
Help Develop and publish the IT service catalogue – detailing the services provided by IT, the requirements to obtain the services and any costs associated	Provides the ground rules and services available through the IT department, and allows a structured method to deliver the services as a product rather than an adhoc/non-standard request
Use effective targeted communication	Effective communication is essential to help the customer understand the progression and progress of their support call
Work with the Project teams to develop the full-service design and transition into service of approved projects	By designing the service effectively, and managing the transition into service of the projects it ensures that new initiatives are fit for purpose, cost effective and supportable

8. Key Working Relationships and Communications

Internal: The ability to communicate effectively is a major requirement for the IT Helpdesk Technician. Customer focussed none-technical speak is required to enable customers make informed decisions, understand implications and resolution opportunities

External: Aiding the resolution of incidents and problems where external suppliers or partner organisations are involved or contracted to supply support requires effective and determined communication, ensuring internal and external SLA's are met and appropriate.

9. Scope for Impact

Not applicable

10. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	IT related qualification or relevant experience (Microsoft Associate quals e.g. Fundamentals)	•		Application/ Certificates
2.	NVQ Level 3 or equivalent qualification in Maths and English levels 4 – 9 (GCSE grades A – C)	•		Application/ Certificates
EXPERIENCE				
3.	Excellent experience of supporting Microsoft / MAC applications and associated hardware and peripherals	•		Application/ Interview
4.	Experience of ITIL Incident, Problem, Change, Asset and Release and Deployment functions		•	Application/ Interview
5.	Experience producing technical documentation to agreed quality standards		•	Application/ Interview
6.	Experience of building successful customer and supplier relationships.		•	Application/ Interview
7.	Experience of current Microsoft environments, OS & infrastructure elements	•		Application/ Interview
8.	Experience of understanding and contributing to KPI's and continuous service plans		•	Application/ Interview
SKILLS & KNOWLEDGE				
9.	The ability to work in a team, motivating and supporting others	•		Application/ Interview
10.	Able to communicate calmly and clearly with customers at all levels, both verbally and in writing.		•	Application/ Interview
11.	Able to develop good inter-departmental relationships with internal and external customers and users	•		Application/ Interview
12.	Demonstrate a logical and methodical approach to the tasks and priorities encountered within the role	•		Application/ Interview
13.	Able to communicate knowledge within the team to help develop a greater understanding and skills base for team members.	•		Application/ Interview
14.	The ability to successfully communicate and work with colleagues at all levels in the organisation.	•		Application/ Interview
15.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
16.	Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.	•		Interview

17.	Understanding of and commitment to Equality and Diversity	•		Interview
18.	Flexibility to be able to travel for cross-college inter-site purposes and regionally/nationally for strategic College business	•		Interview
19.	Commitment to undertake the College Induction Programme upon commencement of employment	•		
20.	Promote the College's equal opportunities policy and practices	•		Interview
21.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in May 2022 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	