FARNBOROUGH COLLEGE OF TECHNOLOGY
JOB DESCRIPTION

1   **JOB TITLE:**   Helpdesk Administrator

RESPONSIBLE TO: Computer Systems Manager

SCHOOL/ SECTION: Computer Centre

LOCATION: Boundary Road, Farnborough

HOURS OF WORK: Part Time

2   **OBJECT OF JOB**

To provide systems and end user support to staff across all areas of the College.

3   **DESCRIPTION OF MAIN RESPONSIBILITIES:**

- To provide first and second line helpdesk support and advice to end users throughout the College.

- To prepare and maintain appropriate documentation.

- To administer the Computer Services helpdesk system, ensuring calls are logged and allocated to comply with service level agreements.

- To be responsible, under supervision, for maintenance and repair of workstations, computer peripherals and audio-visual equipment.

- To assist, when necessary, with the provision of cover in any of the Computer Services areas.

- To undertake such other reasonable duties as requested by the Computer Services Manager. To install and configure PC hardware, software and peripherals.

- On occasions there will be a requirement to work outside office hours, for which time-in-lieu will be granted.

In order to ensure an adequate level of staffing with the College Central Computing Facility at all times, any member of staff may be asked to start or finish half an hour before or after opening times when it is necessary for them to be involved in start up or close down procedures.

4   NUMBER OF STAFF SUPERVISED AND GRADES:

Not applicable

5   MAIN TYPES OF DECISIONS TAKEN:

Those encountered during the day to day provision of support within the College's Computing Facilities

6   MAIN CONTACTS:

Academic/administrative staff
Students
Adult Education Coordinators

7   PERSONNEL SPECIFICATION:

EDUCATIONAL ATTAINMENTS OR ACADEMIC/PROFESSIONAL QUALIFICATIONS
- Minimum of 2 'A' levels or equivalent.
- A GNVQ or equivalent in an IT related subject would be advantageous but not essential.

ESSENTIAL OR SPECIFIC SKILLS/COMPETENCIES OR APTITUDES:
- A practical nature.
- Good analytical and problem solving skills.
- Excellent communication and customer liaison skills.
- Ability to work efficiency as part of a team as well as individually.
- A full UK driving licence as you may be required to travel between sites.

ESSENTIAL WORK EXPERIENCE:
- Prior experience supporting PC hardware and software, particularly Microsoft Office and Windows operating systems.
- Experience supporting audio visual equipment or Apple Mac systems is desirable but not essential.

PERSONALITY/BEHAVIOURAL CHARACTERISTICS/STYLE:
- A pleasant and helpful personality.
- The ability to work under own initiative.
- Must be able to work as part of a team.
- A willingness to learn new skills.
- Reliable.

SIGNED: **DATE:**

NAME: **HEAD OF SCHOOL/SECTION**

Ben Travers   **Computer Services Manager**