

JOB DESCRIPTION

POST TITLE:	IT Helpdesk Support Assistant
GRADE:	National Minimum Wage
RESPONSIBLE TO:	Helpdesk Manager
RESPONSIBLE FOR:	<p>Capturing customer issues reported to the ICT Services Helpdesk and resolving or escalating as appropriate. Providing an efficient reprographics service, in line with SLAs. Providing clerical support to the ICT service. Providing excellent customer service in all interactions with customers, over the telephone, email and in-person.</p> <p>At all times carrying out the duties and responsibilities of the post in compliance with the College's Equal Opportunities and Health and Safety legislation.</p>
WORK ARRANGEMENTS:	<p>37 hours per week/52 weeks per year It is expected that from time to time these hours will be exceeded as reasonably necessary for the proper performance of the duties and responsibilities of the post.</p>

DUTIES AND RESPONSIBILITIES:

1. Support all aspects of the ICT Helpdesk service.
2. Support all aspects of the Reprographics service.
3. Provide clerical support to the department, to support efficient service provision - e.g. supporting purchasing, stock control and asset management; general clerical support.
4. Capturing customer feedback and relaying to the Helpdesk Manager.
5. Alerting the Helpdesk Manager to urgent issues and to emerging trends.
6. Being a key first point of contact for the ICT Services Helpdesk and building excellent business relationships, both internally and externally.
7. Playing a key role in a quality ICT service by following processes and documentation and actively contributing to them and to the continuous improvement of the service.
8. Interpreting non-technical customer description of issues to identify the core problem, assess priority and provide the most appropriate response.
9. Guiding customers to existing resources/training and helping identify gaps in provision/opportunities for new resources; creating new documentation where appropriate.
10. Logging issues promptly and accurately and working to standard operating procedures to progress helpdesk tickets and ensure that customers are kept updated.

GENERAL

1. Act as an exemplar of outstanding customer service at all times.
2. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
3. Promote a positive image of the College and the work that is carried out across its various services.
4. Comply with all legislative and regulatory requirements.
5. Apply the College's own Safeguarding Policy and practices and attend training as required.
6. Show a commitment to promoting diversity, equal opportunities, and anti-discriminatory practices, and demonstrate full compliance with the College's Equality and Diversity Policy in all aspects of duties and responsibilities.
7. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
8. Take an active role in the health, safety and welfare of students, apprentices and staff, attending trainings and carrying out health and safety related activities as appropriate to the role.

Person Specification

Post:	IT Helpdesk Support Assistant	Department:	ICT Services
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Key Requirements:

	Essential/ Desirable	Assessed
Qualifications:		
Level 2 (5 GCSEs A-C or NVQ Level 2 e.g. in Customer Service or ITQ) or equivalent experience	E	A
Customer service qualification (e.g. ITIL Foundation or equivalent)	D	A
Relevant IT qualification (e.g. ECDL/ICDL/Microsoft Office Specialist)	D	A
Experience:		
Demonstrable experience of helping others use office applications	E	A/I
Demonstrable experience in a customer service role	D	A/I
Demonstrable experience of working in an IT helpdesk environment	D	A/I
Demonstrable experience of providing remote support	D	A/I
Demonstrable experience of creating guides/FAQs etc	D	A/T
Skills/Knowledge:		
Good communication skills (verbal, especially telephone, and written)	E	A/I/T
Able to work efficiently and accurately under pressure	E	A/I/T
Able to identify the key issues from customer descriptions of problems	E	A/I/T
Attention to detail, speed and accuracy in communications and record keeping	E	A/I/T
Good team working skills - makes a positive contribution to the team	E	A/I
Strong organisation skills	E	A/I
Qualities:		
Positive, can-do attitude; initiative; proactivity	E	A/I
Committed to delivering excellent customer service	E	A/I
Well presented and business-like	E	A/I
Keen to learn new skills and flexible in adopting new ways of working	E	A/I
Able to build a rapport with customers at all levels	E	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Proof of the right to work in the UK	E	A
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I
Full UK driving licence and own transport and willingness to use for work purposes	D	A

E = Essential

D = Desirable

A = Application

I = Interview

T = Test

Produced by:	MDy/MJ	Date Produced:	08/09/2021
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