**JOB DESCRIPTION**

**Job title: IT Helpdesk Technician**

**Department: IT**

###### Reporting to: IT Manager

# KEY DUTIES

* Provide an efficient and effective first line support and problem-solving service for users to maintain a productive working environment.
* Offer expertise to all users and answer any queries or requests for support or training on systems and software packages.
* Troubleshoot all aspects of user desktops, laptops, mobile devices, software, and phone systems by responding to support requests on the telephone, via email and face-to-face.
* This role has a hand in almost all the technical services provided by the IT Department. Of these, the Helpdesk service requires a significant proportion of the technicians’ time. The post holder will work with the Infrastructure Team, other IT Technicians, and the IT Apprentice to provide a reliable and robust service across the site.

## **MAIN RESPONSIBILITIES**

*1) User Support*

1. Coordinating and implementing front-line user support and desktop services to a very demanding user community.
2. Operating the College IT helpdesk and conferencing software, to include logging of calls on the helpdesk ticketing system when received in person, via email and telephone.
3. When complex issues are identified that cannot be resolved due to its wider implications, escalate the problem quickly to the other team members.
4. Responding to queries and problems. Providing advice and guidance on good practice to customers.
5. Proactively provide information and regular communication to users on the progress of outstanding support calls and provide an indication of timescale for resolution. Monitor and progress support requests and tasks through the helpdesk system.
6. Troubleshooting and resolving user queries directly via telephone, the helpdesk system or face to face with users who visit the IT Department. Typically, these queries will be about our standard hardware and software including:

• Desktop and laptop computers

• Network printers

• Telephones and mobile devices

• Projectors, scanners, and other peripheral devices

• Microsoft Office applications

• Web browsers and email

• Anti-virus and firewall

1. Any other duties as and when required.

*2) AV Support*

1. Prepare and operate equipment in the teaching and conference rooms within the College.
2. Daily AV equipment checks, installations & preventative maintenance.
3. Audio-visual related problem-solving, troubleshooting and some basic user training on AV systems.
4. Rigging of theatre equipment used by conferences and student societies, in the respect of stage lighting and sound systems.

*3) Computer systems & peripherals*

1. Basic maintenance and servicing including replacement of printer toner, rollers, fuser units,

transfer kits, imaging drums and similar.

1. Installation and relocation of computers and ancillary equipment.
2. Maintaining and auditing a site asset register, asset recording and inventory of new equipment.
3. Completing DSE audits and reports.
4. Equipment hardware repair, upgrades, and maintenance.
5. Computer support – Install software and Image PCs for staff and student use.

*4) Documentation and training*

1. Coordinate the installation of computing and phone facilities for new starters, liaising with the HR team and other teams, to ensure that equipment is ready to use from the starter’s first day and that they have the correct software required for their role. Perform IT inductions for all new staff in process, policy & operation.
2. IT/AV documentation control. Including writing new documentation and procedures.
3. Provide basic training to staff and conference guests in the use of equipment and software.
4. Identifying weakness in user knowledge, with a view to targeting training. Training users needing to develop their Windows and Office skills. Promote College IT policy, procedures, good office practices and techniques.
5. Use knowledge and experience to produce documentation, which will be provided to students and staff.
6. Develop a knowledge base of solutions, problem escalation and resolution.
7. Provide IT staff with regular updates on common problems encountered and identify possible longer-term solutions/improvements to reduce future problems. Ensure that all users are kept informed of relevant changes or developments on a timely basis and that all relevant training is provided.
8. Maintain and develop a bank of users guides, help sheets and training materials to promote and increase end user IT knowledge within the College.
9. Create and disseminate training materials for induction, drop-in and scheduled training sessions.
10. Schedule regular training sessions with members of the infrastructure team to expand your skill set and help maintain College IT services.

*5) Student systems*

1. Supporting the student wireless network service – Eduroam.
2. Advising on hardware repairs for student equipment.
3. Educating and assisting the students in good IT practice, removal of malicious software from infected computers.

*6) Infrastructure Projects - Support*

1. Assisting the infrastructure team to help them deliver projects.
2. Taking on minor infrastructure-based tasks to help expand the helpdesk knowledge.

#### PERSON SPECIFICATION

**Essential Qualities/Skills**

* Excellent organisational skills, working to deadlines, effective prioritisation, multi-tasking, working without supervision and coordination of helpdesk support services.
* Educated to A-Level or equivalent level of practical experience.
* Experience of working within a fast-paced IT support environment and the ability to learn quickly on the job.
* Working knowledge of all Microsoft Office products (Word, Excel, PowerPoint etc.) with a good knowledge and exposure to Microsoft and Apple operating systems.
* A high level of spoken and written English.
* Knowledge of AV equipment such as data projectors, sound systems and video conference facilities.
* Understanding and knowledge of TCP/IP.
* Ability to work as part of a team as well as on own initiative and identifying tasks and passing them on to relevant expert.
* A developed skill for troubleshooting and fault diagnosis, Analytical and methodical with a meticulous eye for detail.
* Excellent communication and interpersonal skills. Ability to communicate effectively, efficiently, and courteously to all levels of staff, students, and visitors with differing levels of technical knowledge and ability.
* Ability to use tact and diplomacy when dealing with difficult customers and stay calm under pressure.
* Customer service focused and flexible attitude with a ‘can do’ approach.
* Ability to convey technical information to non-technical customers.
* Self-motivated and enthusiastic approach to work.
* Basic DBS will be required to be undertaken.

# Desirable Qualities/Skills

* Experience of working in an IT support team
* Previous experience of working with students and conferences.
* Experience in delivering IT services, including system and network installation and administration.
* Project management experience.
* Good sense of humour.