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### **Job Description**

**Helpdesk Analyst and Administrator Apprentice**

Job Title: Helpdesk Analyst and Administrator Apprentice

Service Area: IT Services

Reporting to: Service Delivery Manager

Grade: Support Scale 4/5

Hours: 36 hours per week, 52 weeks per year

Base: Based at Uxbridge but may be required to work from any campus

## MAIN SCOPE OF POST

To act as the first point of contact for customers reporting incidents, requesting information, requesting access, or requesting other IT services.

To receive and handle requests following agreed procedures and promptly escalate calls to team members as appropriate.

To resolve as many incidents and requests on the first call and restore service as quickly as possible.

To work closely with the Service Delivery Manager to proactively manage all tickets on the helpdesk system.

To provide comprehensive administrative support to the IT service.

**DUTIES**

**Helpdesk analysis**

1. To respond to all incidents and requests from customers and colleagues in a prompt, professional and courteous manner, ensuring all details are entered and updated in the IT Helpdesk system.
2. To identify, classify and assist in diagnosing issues reported to the helpdesk and advice users of appropriate courses of action to remedy incidents or requests.
3. To accurately record and update support calls in the helpdesk system in a timely fashion, using the correct status, while keeping the end user updated on progress where necessary.
4. To monitor your call queue in relation to Service Level Agreement (SLA) standards and report to the Service Delivery Manager any deviation from standard.
5. To resolve as many incidents or requests as possible at first point of contact with a view to maintaining agreed service levels and contributing to the delivery of the department’s Key Performance Indicators.
6. To prioritise workload according to urgency and impact.
7. To use tools at your disposal in the diagnosis of device faults and to ensure that fault conditions are remedied speedily as a result of the diagnostic techniques used.
8. To utilise new tools provided, following appropriate training.
9. To escalate incidents or IT requests that can’t be resolved within 10 minutes for further analysis by an IT Engineer.
10. To work with your colleagues to exercise good judgement when distributing escalated tickets evenly across the team of IT Engineers.
11. To follow up on calls assigned to IT Engineers where there is no evidence of satisfactory progress to resolution, to seek explanations for delay and to report delays to the customer, the IT Helpdesk Team Leader, IT Helpdesk Manager, Service Delivery Manager, Infrastructure Team as appropriate.
12. To work with your colleagues and the Service Delivery Manager to proactively reduce the number of service requests made through regular root cause analysis.
13. To provide support and advice to staff in relation to agreed procedures and practices.
14. To provide first class customer service at all times.

**Administration**

1. To assist with inputting orders onto the Aptos ordering system and to log and monitor fulfilment of orders.
2. To assist with checking and processing invoices, ensuring goods received before payment are authorised.
3. To assist with checking that orders placed in Aptos are assigned the correct budget code and to liaise with Finance when sufficient budget has not been allocated.
4. To assist in working with Finance to reconcile purchases made against the IT budget.
5. To assist in liaising with suppliers and the College’s procurement officer, ensuring best value for money is gained on all orders and that compliance requirements are met.
6. To assist in liaising with suppliers and contractors to arrange delivery, collection, and on-site visits as necessary.
7. To assist in maintaining a schedule of all assets and software including asset numbers and location, using appropriate software.
8. To assist in maintaining adequate stock of consumable IT items and make sure deliveries of equipment are stored securely and in accordance with health and safety requirements.
9. To assist in organising disposal of obsolete IT equipment through WEEE collection, under the direction of the Service Delivery Manager, IT Helpdesk Manager or IT Helpdesk Team Leader.
10. To assist in administering the prompt provision of mobile phones to staff, including proactive updates of handsets.
11. To assist in maintaining an automated audit trail of hardware requests made by staff and when necessary, make sure a record is added to their HR file indicating that IT equipment has been loaned.
12. To assist in reviewing staff leaver information shared by HR to verify whether hardware associated to the staff member has been returned to the department or allocated to a new staff member.
13. To assist in maintaining a historic record of approved capital requests for each department.
14. To assist in updating and maintaining webpages and resources on the IT department Intranet site.
15. To assist in providing support and advice to staff in relation to agreed procedures and practices.
16. To assist in maintaining holiday, sickness and attendance records for the team and input details into iTrent.
17. To create reports, spreadsheets, and documentation in relation to your duties as required.
18. To store all data relevant to your role within the relevant Microsoft Team or SharePoint site.

**Maintenance**

1. To complete IT daily/weekly/monthly IT related tasks and processes as directed by the IT Helpdesk Manager or Service Delivery Manager.
2. To ensure all IT work areas are clean, tidy, safe and secure.
3. To maintain documentation and contribute to the development of better working practices.
4. Contribute to on-going service improvement within the department and provide first class customer service at all times.

**General**

1. To participate in the IT Services staff rota to provide cover and support during all facility opening hours.
2. To assist in organising enrolment duties as required.
3. To take an active part in the appraisal and mentoring processes.
4. To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.
5. To comply with and actively promote the College’s Equality and Diversity Policy.
6. To participate in and contribute to the College’s in-service and training activities.
7. To carry out all other duties as may be reasonably required.

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| **Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

**Person Specification - Helpdesk Analyst and Administrator**

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|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Good general level of education (to GCSE level or equivalent, including Maths and English at Grade C/4 or equivalent) | **ü** |  | AF/Cert |
| Willingness and ability to undertake a Business Administration Apprenticeship Level 3, supported by the College | **ü** |  | AF |
| Knowledge, Skills and Experience |  |  |  |
| Excellent customer service skills, face to face and over the telephone | **ü** |  | AF/IV |
| Good written and verbal communication skills | **ü** |  | AF/IV |
| Good standard of literacy and numeracy | **ü** |  | AF/T |
| Good interpersonal skills | **ü** |  | AF/IV |
| Working knowledge of Microsoft Office packages, particularly Word, Excel and Outlook |  | **ü** | AF/IV |
| * Intermediate knowledge of Microsoft Excel |  | **ü** | AF/IV |
| Personal Attributes |  |  |  |
| A team player capable of working collaboratively with colleagues | **ü** |  | AF/IV |
| An interest in IT systems and technology | **ü** |  | AF/IV |
| Ability to work with minimal supervision | **ü** |  | AF/IV |
| Ability to take ownership of problems | **ü** |  | AF/IV |
| Ability to prioritise and manage your own workload | **ü** |  | AF/IV |
| Willingness to provide cover at any HCUC campus at short notice | **ü** |  | IV |
| Flexible approach to work | **ü** |  | IV |
| Co-operative, open and proactive | **ü** |  | IV |
| Competencies *Support staff should be able to demonstrate competency in the following areas:*  Communication; Planning and Organising  Working together; Customer service; Adaptability and flexibility | **ü** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Skills test at interview stage)

Cert = Certificates checked on induction