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### **Job Description**

**Helpdesk Analyst and Administrator**

Job Title: Helpdesk Analyst and Administrator

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

The role of Helpdesk Analyst and Administrator is essential in providing a high-quality customer service experience as the first point of contact for the IT service desk.

You will ensure efficient request management and incident resolution, adhering to ITIL best practices for logging and resolving incidents and service requests. This role involves analysing each ticket to ensure proper categorisation and escalating more complex issues to the relevant team member when necessary. Additionally, you will support the maintenance of IT records, assist with procurement processes, and contribute to service improvement initiatives.

**DUTIES OF THE JOB ROLE**

**Customer Service**

1. Be the first response to incidents and service requests received by phone, email, or through a self-service portal, reacting promptly, professionally, and courteously, ensuring all details are recorded accurately with actions and troubleshooting steps undertaken, and in addition provide regular updates to end users to keep them informed of progress.
2. Log requests made from staff or students who walk into the department for support to make sure that all service requests are captured and triaged within the IT Helpdesk system.
3. Review ticket priorities, statuses, and updates in line with Service Desk processes and policies.
4. Follow up on unresolved issues, investigate delays, and communicate progress to end users and relevant team members.
5. Prioritise workload based on urgency and impact within the agreed service levels and contribute to departmental Key Performance Indicators (KPIs).
6. Escalate tickets to Engineers, the Infrastructure Team or the Management Team following the escalation procedure, recording troubleshooting steps and actions undertaken to prevent repetition of work.
7. Use good judgement to distribute escalated tickets evenly across the team of IT Engineers based upon their location, current workload, or their relevant skills and knowledge.
8. When required, log service requests with third-party suppliers and follow up when response agreements are breached.
9. Review and, when necessary, update the call categories for all service requests before closure to enable effective root cause analysis to take place.
10. When required, work with the Helpdesk Manager or Service Delivery Manager in conducting root cause analysis to deliver continual service improvement.
11. Provide cover for the Print Room Coordinator if required due to holiday or sickness.

**Administration**

1. Input purchase orders onto the relevant finance system and monitor the fulfilment of orders through to sign off.
2. When necessary, check and process invoices, ensuring goods received before payment are authorised.
3. Ensure that orders placed in the relevant finance system are assigned the correct budget code and to liaise with Finance when sufficient budget has not been allocated.
4. Work with Finance of the IT Management Team to reconcile purchases made against the IT budget.
5. Liaise 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. Liaise with suppliers, contractors, and local reception and security teams to arrange delivery, collection, and on-site visits as necessary.
7. Maintain a schedule of all assets and software including asset numbers and location, using appropriate software.
8. Support colleagues to maintain an accurate schedule of software contracts including expiry / renewal dates and key users to ensure proactive renewal / removal of software.
9. Maintain an accurate schedule of maintenance contracts including expiry / renewal dates and key users to ensure proactive renewal / deletion of contract.
10. Maintain adequate stock of consumable IT items and make sure deliveries of equipment are stored securely and in accordance with health and safety requirements.
11. Organise disposal of obsolete IT equipment through WEEE collection, under the direction of the Service Delivery Manager, IT Helpdesk Manager or IT Helpdesk Team Leader.
12. Administer the prompt provision of mobile phones to staff, including proactive updates of handsets.
13. Maintain 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.
14. Review 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.
15. Work with the Director of IT or Service Delivery Manager to deliver approved capital requests from the annual development plan.
16. Work with Curriculum and suppliers to provide budgetary information relevant to their own capital requests.
17. Maintain a historic record of approved capital requests for each department.
18. Create reports, spreadsheets, and documentation in relation to your duties as required.
19. Store all data relevant to your role within the relevant Microsoft Team or SharePoint site.

**Maintenance**

1. Complete IT daily/weekly/monthly IT related tasks and processes as directed by the IT Helpdesk Manager or Service Delivery Manager.
2. Ensure all IT work areas are clean, tidy, safe and secure.
3. 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. Participate in the IT Services staff rota to provide cover and support during all facility opening hours.
2. Take a lead role in organising enrolment duties as required.
3. Take an active part in the appraisal and mentoring processes.
4. Comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.
5. Comply with and actively promote the College’s Equality and Diversity Policy.
6. Participate in and contribute to the College’s in-service and training activities.
7. Carry out all other duties as may be reasonably required.

**Safeguarding Children and Vulnerable adults**

* Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
* Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate

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| **Further Education is an ever-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 or equivalent) | Checkmark with solid fill |  | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| Excellent customer service skills, face to face and over the telephone. | Checkmark with solid fill |  | AF/IV |
| Good working knowledge of Microsoft Office software, particularly Word, Excel and Outlook | Checkmark with solid fill |  | AF/IV |
| Good written and verbal communication skills | Checkmark with solid fill |  | AF/IV |
| Good standard of literacy and numeracy | Checkmark with solid fill |  | AF/T |
| Good interpersonal skills | Checkmark with solid fill |  | AF/IV |
| * Intermediate knowledge of Microsoft Excel |  | Checkmark with solid fill | AF/IV |
| * Working knowledge of Microsoft Windows operating system |  | Checkmark with solid fill | AF/IV |
| * Working knowledge of macOS operating system |  | Checkmark with solid fill | AF/IV |
| Understanding basic administration of user accounts in Microsoft 365 |  | Checkmark with solid fill | AF/IV |
| Understanding basic administration of user accounts in Active Directory |  | Checkmark with solid fill | AF/IV |
| Experience using Power Automate |  | Checkmark with solid fill | AF/IV |
|  | | | |
| Personal Attributes |  |  |  |
| A team player capable of working collaboratively with colleagues | Checkmark with solid fill |  | AF/IV |
| An interest in IT systems | Checkmark with solid fill |  | AF/IV |
| Good interpersonal skills | Checkmark with solid fill |  | AF/IV |
| Good customer service skills | Checkmark with solid fill |  | AF/IV |
| Ability to work with minimal supervision | Checkmark with solid fill |  | AF/IV |
| Ability to take ownership of problems | Checkmark with solid fill |  | AF/IV |
| Flexible approach to work | Checkmark with solid fill |  | IV |
| Co-operative, open and proactive | Checkmark with solid fill |  | 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 | Checkmark with solid fill |  | 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