



Job Description

Helpdesk Analyst and Administrator

Job Title:	Helpdesk Analyst and Administrator
Service Area:	IT Services
Reporting to:	IT Helpdesk Manager
Grade:	Support Scale 4/5
Hours:	36 hours per week, 52 weeks per year
Base:	Based at Richmond 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 diagnose 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 a IT Engineer.
10. To use good judgement to distribute 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 the Service Delivery Manager to proactively reduce the number of service requests made through regular root cause analysis.
13. To work with the Service Delivery Manager to make improvements to the helpdesk system in relation to reporting capability, route cause analysis or delivery of KPIs.
14. To provide support and advice to staff in relation to agreed procedures and practices.
15. To provide first class customer service at all times, using ITIL best practice.

Administration

1. To input orders onto the Aptos ordering system and to log and monitor fulfilment of orders.
2. To check and process invoices, ensuring goods received before payment are authorised.
3. To check 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 work with Finance to reconcile purchases made against the IT budget.
5. To 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. To liaise with suppliers and contractors to arrange delivery, collection, and on-site visits as necessary.
7. To maintain a schedule of all assets and software including asset numbers and location, using appropriate software.
8. To work with the System Support Engineer to maintain an accurate schedule of software contracts including expiry / renewal dates and key users to ensure proactive renewal / removal of software.
9. To maintain an accurate schedule of all maintenance contracts including expiry / renewal dates and key users to ensure proactive renewal / deletion of contract.
10. To 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. To 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. To administer the prompt provision of mobile phones to staff, including proactive updates of handsets.
13. To 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. To 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. To work with the Director of IT or Service Delivery Manager to deliver approved capital requests from the annual development plan.
16. To work with Curriculum and suppliers to provide budgetary information relevant to their own capital requests.
17. To maintain a historic record of approved capital requests for each department.
18. To update and maintain webpages and resources on the IT department Intranet site.
19. To provide support and advice to staff in relation to agreed procedures and practices.
20. To maintain holiday, sickness and attendance records for the team and input details into CIPHR.
21. To be the point of contact between curriculum and the department for organising work placements for students, liaising with the Service Delivery Manager, IT Helpdesk Manager or IT Helpdesk Team Leader as appropriate.
22. To create reports, spreadsheets, and documentation in relation to your duties as required.

23. 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 take a lead role 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.

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

	Essential	Desirable	How assessed?*
Qualifications			
<ul style="list-style-type: none"> • Good general level of education (to GCSE level or equivalent, including Maths and English at Grade C or equivalent) 	✓		AF/Cert
Knowledge, Skills and Experience			
<ul style="list-style-type: none"> • Excellent customer service skills, face to face and over the telephone. 	✓		AF/IV
<ul style="list-style-type: none"> • Good working knowledge of Microsoft Office packages, particularly Word, Excel and Outlook 	✓		AF/IV
<ul style="list-style-type: none"> • Good written and verbal communication skills 	✓		AF/IV
<ul style="list-style-type: none"> • Good standard of literacy and numeracy 	✓		AF/T
<ul style="list-style-type: none"> • Good interpersonal skills 	✓		AF/IV
<ul style="list-style-type: none"> • Intermediate knowledge of Microsoft Excel 		✓	AF/IV
<ul style="list-style-type: none"> • Working knowledge of Microsoft Windows operating system 		✓	AF/IV
<ul style="list-style-type: none"> • Working knowledge of Apple OSX operating system 		✓	AF/IV
<ul style="list-style-type: none"> • Understanding basic administration of user accounts in Microsoft 365 		✓	AF/IV
<ul style="list-style-type: none"> • Understanding basic administration of user accounts in Active Directory 		✓	AF/IV
<ul style="list-style-type: none"> • Experience using Power Automate 		✓	AF/IV
Personal Attributes			
<ul style="list-style-type: none"> • A team player capable of working collaboratively with colleagues 	✓		AF/IV
<ul style="list-style-type: none"> • An interest in IT systems 	✓		AF/IV
<ul style="list-style-type: none"> • Good interpersonal skills 	✓		AF/IV
<ul style="list-style-type: none"> • Good customer service skills 	✓		AF/IV
<ul style="list-style-type: none"> • Ability to work with minimal supervision 	✓		AF/IV
<ul style="list-style-type: none"> • Ability to take ownership of problems 	✓		AF/IV
<ul style="list-style-type: none"> • Willingness to provide cover at any HCUC campus at short notice 	✓		IV
<ul style="list-style-type: none"> • Flexible approach to work 	✓		IV
<ul style="list-style-type: none"> • Co-operative, open and proactive 	✓		IV
<p>Competencies <i>Support staff should be able to demonstrate competency in the following areas:</i></p> <p>Communication; Planning and Organising Working together; Customer service; Adaptability and flexibility</p>	✓		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