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| **Job title: Helpdesk Support Assistant** | **Status:** Temp |
| **Team:** I.T. Services | **Reports to: College Applications and Development Manager** |
|  | **Direct reports:** None |
| **Department: Performance, Resources, Services** | **Departmental budget holder: N** |

**Position context:**

In 2016, HSFC, one of the leading providers of Sixth Form Education within the UK, will celebrate its 25th anniversary. These are exciting and challenging times for us and, with ambitious growth plans and a mission that states ***‘The College aims to be the first choice outstanding provider of full-time education for 16-19 year olds in the area embracing diversity and creating excellent opportunities for all.  Staff and students will participate fully in the process of education to reach our collective potential and promote individual achievement at the highest level’***we continually seek to recruit outstanding staff members.

In 2015 we successfully built and opened our latest state-of-the-art teaching space, just one of 6 buildings catering for some 2700 students at our Wingletye Lane Campus. We are committed to continued growth in student numbers and a focus on providing high quality teaching and learning that is designed to enhance the employability and achievement of our students.

**Position purpose:**

IT Services Support Assistant will provide first line technical support to internal staff and students. The successful candidate will require an aptitude for working with applications / systems to undertake analysis, diagnosis and resolution of staff problems, which may range from straightforward to more complicated technical issues. There is also a range of administration duties within this role.

**Position accountabilities:**

| **Accountability** | **Key activities** |
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| Strategy | * To maintain a high degree of customer service for all support queries and adhere to all service management principles * Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner * Support the College Applications Manager with any duties in relation to Software Applications in the College |
| Planning | * Publishing support documentation to assist staff with requests for information & provide staff training as required * Assist in maintain a quiet, purposeful, working atmosphere within the I.T. Centre * Continually look for opportunities to improve the I.T. Services and advise the team |
| Delivery | * Receiving, logging and managing calls from staff and students (in person) via the telephone and by email * Log **all** calls in the Service Desk Call Logging system (Hornbill) * Resetting Passwords * Facilitate the production of I.D. Cards. * Facilitate student use of hardware and software in the I.T. Centre * Assist with the administrative duties at enrolment * Assist with the administration of the Desktop booking system within the I.T. Centre |
| People Management / Organisational Development | * Act as a single point of contact for in-person, phone calls and emails from staff and students regarding IT issues and queries * Escalate unresolved calls to the 2nd Line Support Assistant * Participate in team meetings * To assist colleagues as required, and cover for the absence of others in the team |
| Information Management and Reporting | * + Provide basic in-house training in MS Office applications used within the College (Word, Excel, Outlook, PowerPoint)   + Liaise with Teachers and Students on information given by I.T. Operations Manager   + Assist in the preparation of reports on progress, work trends and problems |
| Health and Safety | * + Hold responsibility to avoid action that could threaten the health or safety of themselves, other employees, customers or members of the public. |

**Key Stakeholders:**

Internal:

* Staff Colleagues
* Students
* College Applications and Development Manager
* IT Services Operations Manager

External:

* Parents
* Suppliers

**Knowledge, skill and experience requirements**

Essential:

* A good knowledge of Microsoft applications, especially Word, Excel and PowerPoint.
* A good knowledge of Office 365
* Basic Active Directory knowledge. Creating user accounts, reset passwords, create groups etc.
* The ability to communicate effectively with Staff and Students (Aged 16-19)
* An ability to perform a range of administrative duties.
* Excellent communication skills and telephone manner.
* Excellent organisational skills
* Ability to understand and explain IT technical terms to users unfamiliar with such vocabulary, ensuring that each customer receives a positive and satisfactory service.

Desirable:

* SDI Service Desk Management Certificate
* Understanding of IT technologies along with supporting server / environmental technologies

**Key behaviours:**

* Demonstrate and role model College values which are:

1. **Learning** through continuous development & reflection**-** capacity is developed and continuous learning is institutionalised
2. **Responsibility -** Responsibility for personal and organization’s future is shared
3. **Honesty -** Elephants in the room are named and staff & students can speak truth to power, whilst respecting other people and their views
4. **Independence -** Independent judgement is expected and respected
5. **Excellence -** Achievement and Progression