**Job Description – IT Help Desk Lead Professional**

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| Job Title: | IT Helpdesk Technician |
| Salary/Grade: | £15640 - £17866 |
| Responsible to: |  |
| Responsible for: | N/A |
| Hours of Duty: | 37.5 |

# Description

The Help Desk Technician’s role is to ensure proper computer operation so that end users can accomplish academy tasks. This includes receiving, prioritising, documenting, and actively resolving end user help requests. Problem resolution will involve the use of diagnostic tools and tracking of helpdesk tickets via the academy IT helpdesk system.

# Responsibilities

**Strategy & Planning**

* Evaluate documented resolutions and analyze trends for ways to prevent future problems.

**Acquisition & Deployment**

* Create purchase order requirements for any ICT equipment the academy may need.
* Liaise with vendors for the procurement of new systems technologies; assist with installation and resolve IT issues.

**Operational Management**

* Field incoming help requests from end users via the helpdesk, telephone and e-mail in a courteous manner.
* Document all relevant end user identification information, including name, department, contact information, and nature of problem or issue.
* Build rapport and elicit problem details from help desk customers.
* Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
* Record, track, and document the help desk request problem-solving process using the helpdesk, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
* Apply diagnostic utilities to aid in troubleshooting.
* Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
* Identify and learn appropriate software and hardware used and supported by the academy.
* Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications and installing anti-virus software.
* Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
* Test fixes to ensure problem has been adequately resolved.
* Perform post-resolution follow-ups to help requests.
* Image laptops and desktops using department specific images.

# Position Requirements

**Knowledge & Experience**

* Knowledge of basic computer hardware, including laptop, desktop and mobile components.
* Has worked in the field of computing for at least 2 years
* Working knowledge of a range of diagnostic utilities, ranging from integrated BIOS diagnostics, to Server Management utilities.
* Experience with desktop and server operating systems, including Microsoft Windows Server 2008, 2012 R2, Windows 7/10 and Apple OS X 10.10.5. Experience to also reflect the ability to strive in advancements of Operating Systems from Microsoft, Apple and Google.
* Knowledge of google apps
* Good understanding of the academies goals and objectives.

**Personal Attributes**

* Ability to conduct research into a wide range of computing issues as required.
* Ability to absorb and retain information quickly.
* Ability to present ideas in user-friendly language.
* Highly self motivated and directed.
* Keen attention to detail.
* Proven analytical and problem-solving abilities.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Exceptional customer service orientation.
* Experience working in a team-oriented, collaborative environment.
* Exceptional written and oral communication skills.
* Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
* Strong documentation skills.