

JOB DESCRIPTION

JOB TITLE:	IT Helpdesk Assistant
SALARY GRADE:	Scale 4
HOURS:	36 hours per week
PRIMARY LOCATION:	TBC, although the post holder may be required to work at any of the College's sites
PURPOSE OF POST:	To be responsible for operating the College's IT Helpdesk service.
RESPONSIBLE TO:	Helpdesk Coordinator

Main Duties

1. Operating the College's IT Helpdesk service and acting as the first point of contact for all IT related queries and issues.
2. Providing first-line IT support to internal users and assisting them with their IT issues and queries in a timely and efficient manner.
3. Logging all IT support requests and incidents, maintaining accurate records of all interactions with users, and escalating complex issues to the relevant teams or departments.
4. Proactively following up and monitor progress of job requests to ensure they are completed and liaise with the Helpdesk staff to ensure timely response of Helpdesk support jobs.
5. Assisting in troubleshooting hardware and software problems and providing guidance to users on how to resolve common issues.
6. Promoting the helpdesk service provided and encourage its use.
7. Supporting users with cybersecurity related issues such as phishing attempts, malware infections, and data breaches, and providing guidance on how to prevent such incidents from happening in the future.

8. Providing remote support to users ensuring they have access to the IT resources they need.
9. Assisting in monitoring the TID department budget and contribute to financial reporting, assisting in raising and reconciling College IT expenditure, ensuring accuracy and compliance with financial procedures.
10. Collaborating with other IT teams and departments to ensure a seamless and effective IT service across the College.
11. In a position of trust, maintaining confidentiality and security of all documentation and other information held on the College's IT Helpdesk.
12. Being vigilant and taking all reasonable precautions to ensure the security of all IT supported equipment whether in situ, in store or in transit and the security of all network data.
13. Assisting in reporting security issues such as thefts and break-ins to the IT Support Team Leader.
14. Participating in providing Helpdesk support that might include occasional evening and weekend work to support the needs of the College.
15. Contributing to the department's self-assessment and quality improvement activities.
16. Maintaining knowledge of the latest IT developments and industry best practices, and proactively sharing this knowledge with users to improve their IT skills and knowledge.

General duties and responsibilities

1. Providing a helpful, professional and flexible service to internal or external customers of the department or the College.
2. Acting in accordance with College values and positively represent Barnet and Southgate College in all aspects of your work.
3. Operating in accordance with the College's policies and procedures.
4. Acting in a safe manner which safeguards the health and safety of yourself and others.

5. Being aware of equality and diversity, the needs of customers and learners and demonstrate these principles in all aspects of your work.
6. Being familiar with and comply with the College's safeguarding requirements which protect the welfare of children and vulnerable adults.
7. Participating in and take responsibility for your own learning and development.
8. Providing cover or support for other members of your team and undertake any other duties required by your line manager appropriate to your position within the organisation. This includes attending other Barnet and Southgate College campuses if required.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive, nor are they shown in the order of priority or frequency. They may be varied from time to time after consultation with the post holder. You may, from time to time, be required to work evenings, Saturdays or on a Sunday.

Person Specification

IT Helpdesk Assistant

CRITERIA	Essential	Desirable	Method of Assessment A – Application Form I – Interview T - Task
Qualifications	NVQ Level 3 or equivalent in a relevant subject		A
		Customer service qualification	A
		Professional certification such as CompTIA+ or MCDST	A
Experience	Customer service experience (minimum one year)		A, I
	Familiarity with operating, installing and troubleshooting computer hardware, software and networks		A, I
	Experience of troubleshooting and resolving hardware and software issues.		A, I
		Experience of working with a computer network system and a variety of workstation operating systems.	A, I
		Experience of working with a helpdesk service system	A, I
		Experience of using remote support tools	A, I
Knowledge & Skills	Ability to use a Helpdesk call priority management system working within a Service Level Agreement environment		A, I, T
	Ability to work effectively a member of a team and autonomously as required		A, I
	Strong customer service skills, with a focus on delivering a positive user experience		A, I, T
	Strong communication skills, with the ability to explain technical		A, I, T

CRITERIA	Essential	Desirable	Method of Assessment A – Application Form I – Interview T - Task
	concepts to non-technical users; excellent phone manner		
	Excellent diagnostic and problem-solving skills, with the ability to analyse and resolve complex IT issues		A, I, T
	Effective time management skills, with the ability to prioritise tasks and work under pressure		A, I
	Aptitude to easily assimilate, utilise and dissipate new technical knowledge		A, I
	Attention to detail, with a commitment to delivering high-quality work.		A, I, T
	Proficient in Microsoft 365 and other commonly used software applications		A, I, T
		Knowledge of cybersecurity principles and best practices.	A, I
Personal Attributes	Evidence of commitment to own continuous professional development (Please give information about your CPD during the past 2 years)		A, I
	Positive attitude, with a willingness to learn and adapt to new technologies.		A, I
	To uphold and behave in accordance with the College's core values.		A, I
	A professional and flexible approach to work		A, I
	Professional demeanour, with a commitment to maintaining confidentiality and respecting users' privacy		A, I
	Commitment to promoting equality and diversity in what we do.		A, I

CRITERIA	Essential	Desirable	Method of Assessment A – Application Form I – Interview T - Task
	Commitment to promoting safeguarding, health and safety and the learner voice		A, I
	Ability and willingness to travel and work at all main College campuses		A, I
	Ability and willingness to participate in cross College activities e.g. enrolment, open days		A, I