



Job Description

Job Title:	IT Service Desk Assistant
Salary Band:	Band 1
Working Hours:	Full time (37 hours per week)

Overall Purpose of Role:

Deliver a professional and customer focused front line IT Service Desk service to all stakeholders enabling them to make effective use of the provided technologies in support of their work.

Assist in ensuring the accurate recording, maintenance and dissemination of information on and via the Service Desk for end user and interdepartmental use in support of providing a comprehensive and efficient service to all customers.

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to the IT Manager with daily supervision of the Service Desk Officer.

Staff reporting to this job:

None.

Main duties:

Maintain a first class level of front line customer support ensuring all users are treated efficiently, professionally and appropriately. Follow set parameters to set priority for resolution, monitor progress and apply escalation procedures for incidents not progressing satisfactorily.

Engage with all University staff and students both proactively and reactively to address their requests and issues and deliver 1st line support, making use of the Tech Guru Service Desk as the main platform for this service delivery.

Assist users in making effective use of ICT, classroom and audio/visual equipment across campus according to procedures and respond constructively and efficiently to customer requests for support and service.

Partake in the effective and efficient operation of the Service Desk by:

- Accurately recording, updating and documenting incidents and requests on the TechGuru Service Desk system
- Providing basic support to the wider IT Support team as necessary on installation, setting up, configuring, upgrading and maintaining of new and existing hardware across the network.
- Assisting the wider IT Support team in the implementation of solutions to resolve software and hardware incidents with the aim of restoring service as soon as possible.
- For all requests that cannot be resolved, providing an effective interface between users and the internal service provision. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- Contribute to the updating of support documentation, promoting and the sharing of it internally and with customers via the Service Desk.
- Assist in maintaining strict and accurate change management procedures through accurately updating and maintain asset databases and inventories of hardware and software as applicable.

Assist with basic Active Directory administration.

Work in collaboration with other technical teams, including the IT team in Sunderland and external providers/contractors as appropriate.

Assist in the provision of IT induction and user training activities with regards to the usage of systems, products and services.

Assist in the delivery and support of the Succeeding at University module to new students.

Provide support to IT Service Desk Officer in the collation of information for the IT Services staff newsletter.

Assist in the administration of IT related stock.

Work within the relevant legislation, policies and procedures and maintain confidentiality regarding data kept on the University's networks.

Participate in continuous professional development as appropriate. Attend internal and external training as necessary to keep up to date with the latest technology and internal system processes, as identified and agreed for appropriate development.

Promote and encourage the practice of the University's Equality and Diversity principles when interacting with all stakeholders.

Commitment to promoting and incorporating our corporate values throughout all streams of service delivery.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

This role requires wearing the team uniform.

A flexible approach to work is required to meet the University's needs. This may include some evening and weekend work and shift pattern. There may also be further requirement to be flexible during public and University holidays.

Annual leave may be restricted at certain times of the year to accommodate business needs.

Person Specification

Essential	Qualifications A Levels or equivalent relevant vocational qualification or relevant experience.
	Experience Demonstrable experience of delivering excellent customer service working in a busy IT support or customer service role. Previous experience of working in a role where team work was key to effective service delivery. Proven experience of supporting software packages including Microsoft Office applications.
	Skills & Attributes Ability to think logically, be accurate and methodical and demonstrate practical troubleshooting and problem analysis techniques. A proven understanding of the importance of excellent customer care. Excellent communication skills with the ability to communicate effectively with technical and non-technical colleagues and students. Ability to show initiative and using a proactive approach. Ability to interact confidently and professionally with users to establish a problem and explaining the solution. Ability to prioritise your workload, perform well under pressure and to deal with conflict effectively. Self-motivated with the ability to work effectively within a team and to work flexibly.
Desirable	Qualifications Technically specific accreditations recognised by appropriate professional bodies.

	<p>Experience</p> <p>Demonstrable experience of using Service Desk software ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.</p> <p>Experience of supporting Microsoft based operating systems with emphasis on Windows 7+.</p> <p>Experience in setting up, configuring, troubleshooting and using the types of devices customers use on a network, including: computer workstations, multifunctional printers, mobile devices.</p>
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CREATED: 1 May 2019