Job Description

Position: IT Helpdesk Officer

Faculty/Service: Information, Systems & Technology

Reference: IST-082/P

Grade: Grade 4

Status: Permanent

Hours: Full-time

Reporting to: Head of IS&T

Location: Eagle Campus normally, but home working during pandemic using call centre technology,

Main Function of the Post:

To provide a customer focused IT support desk service by telephone, chat and email:

1. Assisting staff, students and visitors with their IT related problems and other requests, resolving as many as possible at first contact, evaluating and escalating more complex problems to second line support

2. To act as the primary contact with customers, gathering supporting information about their problems, maintaining communication and providing feedback to them on the progress to resolution.

3. To assist with the development and improvement of IT user services by feeding user experiences and problem trends to the IT review meetings and 2nd line support functions.

Responsibilities

- Ensure that requests for IT assistance are logged in the helpdesk software in a timely way and resolved in line with the identified procedures, ensuring that the client is kept informed of progress.

- To maintain technical knowledge of the operating practices and IT environment of the University, as they apply to users, in order to be able to assist them with common problems

- Work with colleagues and managers to ensure the IT desks are covered and available to customers, including co-ordinating holidays, lunchtime cover etc.,

- Arrange for the booking /allocation of equipment to students and staff when necessary

- Ensure that the working conditions in the help desks and computer areas are maintained as safe and in compliance with any health and safety requirements

- Advise staff and students on any health and safety rules and regulations relating to their routine use of ICT and associated equipment and ensure their compliance.

- To develop themselves personally and professionally and keep abreast with developments in relevant policies around technology, IT and health and safety.

- To work within the University's policy guidelines and operating standards for IT systems and support.

- To be flexible in their role and to be prepared to change responsibilities in accordance with changing operational requirements, and undertake other duties / activities assigned by their line manager.

- Ensure a safe working environment and abide by University health & safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

This is a frontline service role and the working times for this role will be determined by the operating times of the IT Helpdesk service. There is a requirement in this role for some evening and occasional weekend working as part of a rota. During the current pandemic, a substantial part of the role will be working from home via a telephone call centre.

Note:
This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the position holder.

Please note that as an evolving role a requirement to travel and attend events with internal and partner organisations external to the University in support of University business requirements may be required.

Person Specification

Position:	Level 2 – Helpdesk Officer	Reference:	IST-082/P
Faculty/Service	Information Systems & Technology	**Priority**	
Criteria		**(1/2)**	**Method of Assessment**
1	**Qualifications**		
1 a)	GCSE grade C or equivalent in English	1	Application form
1 b)	GCSE grade C or equivalent in Maths	1	Application form
1 C)	Degree (or equivalent) in an IT related discipline or be able to demonstrate work experience of operating at this level	1	Application form
2	**Skills / Knowledge**		
2 a)	Thorough understanding of the components of a corporate IT infrastructure (hardware, software, networks, file systems, databases)	1	Application form / Interview
2 b)	Good knowledge of personal computers, associated operating systems, hardware, peripherals and software within a networked (and locked down) work and home environment including	1	Application form / Interview
	i) MS Windows 10	1	Application form / Interview / Assessment
	ii) Mac OS, Android and mobile technologies	2	Application form / Interview / Assessment
	iii) common application including Microsoft Office and O365	1	Application form / Interview
2 c)	Demonstrates an excellent understanding of customer care issues	1	Interview
2 d)	Excellent IT technical and problem solving skills and ability to diagnose and resolve problems remotely	1	Application form / Interview / Assessment
2 e)	Good telephone and written communication – able to giving clear instructions and request information using different communication channels – email, chat, telephone	1	Interview / Assessment
2 f)	Awareness of Health and Safety issues associated with computer use in educational or similar environment	2	Interview
3	**Experience**		
3 a)	One years experience of working in a user support or PC support role	2	Application form
3 b)	Six months experience of working in a customer facing or call centre role	2	Application form

October 2020

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Faculty/Service	Information Systems & Technology	**Priority**	
Criteria		**(1/2)**	**Method of Assessment**
4	**Personal Qualities**		
4 a)	Able to set goals and routinely prioritise own work	1	Interview
4 b)	Highly organised, systematic and pays attention to detail	1	Interview
4 c)	Flexibility in working practices to accommodate the needs of the service	1	Application form / Interview
4 d)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 e)	Able to work with others and contribute to creating effective teams in order to achieve shared goals	1	Interview
4 f)	Demonstrates a highly professional and positive attitude towards work and to providing high quality customer service	1	Interview
4 g)	Able to respond positively to new situations and changes, adapting work methods and approaches accordingly	1	Interview
4 h)	Commitment to continuous improvement and creative ways of working	1	Interview
5	**Other**		
5 a)	Able to work from home with a provided laptop headset etc.; and on-site or at other University sites in the Bolton	1	Interview
5 b)	Able to develop, maintain and apply skills in relevant new technologies and as changing legislation / working environment require	1	Application / Interview
5 c)	Awareness of the principles of Health and Safety, Data Protection Act, Freedom of Information Act, UKVI, Prevent and the Bribery Act	1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 e)	Able to work flexibly and remotely	1	Interview
5 f)	Able to travel independently to deliver at partner organisations, institutions, trusts as appropriate	1	Interview

Note*:*
1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Please note it is normally expected that a new appointee will commence at the bottom of grade.
5. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required

October 2020