|  |  |  |  |
| --- | --- | --- | --- |
| **Role Title:** | IT Helpdesk Support | **Department:** | IT |
| **Reports To:** | IT & Systems Manager | **Last Updated:** | 14/02/2017 |

## Role Purpose

Member of the Cambridge Enterprise IT helpdesk team. Duties include ensuring enquiries are triaged, addressed and monitored and providing general IT support to staff as and when needed.

## Key Duties and Responsibilities

* Dealing with Helpdesk requests, providing answers or passing them on to others for solution.
* Acting as a part of the Helpdesk operation on a day-to-day basis.
* Maintaining Helpdesk request logging system.
* Help write and maintain documentation and on-line information provided by the company.
* Update agreed sections of the IT intranet to ensure accuracy when changes occur.
* Order equipment and software when requested, following the purchasing procedures of the company
* Provide support for staff on all technical devices provided by the company, including desktops, laptops, tablets and mobile phones.

## Personal Qualities

* The ability to prioritise, be attentive to details, maintain confidentiality and provide exceptional client service is required.
* Demonstrated communication, interpersonal, organisational, analytical, problem-solving and computer skills required.
* A sense of urgency and a commitment to timely completion of tasks. Attention to detail along with a commitment to quality and confidentiality

## Working Hours

* Permanent, 37½ Hours per week.
* Some flexibility will be required.

## Person Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Company Competencies** | | |
| Achievement Focus | Deals confidently and effectively with simple problems and issues without close supervision.  Proactively seeks solutions for issues or problems within IT. |  |
| Customer Focus | Sensitive handling and resolution of issues and problems to customer satisfaction.  Follows up to ensure continued customer satisfaction. |  |
| Team Working / Flexibility | Responds in a positive and professional way to new and changing requirements  Happy to be flexible in order to ensure changes and upgrades are convenient to the business. |  |
| **Role Specific** | | |
| Decision Making | Good understanding of systems and computers to be able to troubleshoot errors and issues. |  |
| Problem Solving | Dealing efficiently with system and technical errors and providing solutions quickly.  Regularly reviewing protocols and assessments to ensure legal compliance and risk management.  Working effectively with external service providers and University IT staff where relevant. |  |
| Knowledge, Skills and Experience | Working knowledge of operating systems, particularly   * Windows 7, 8, 10 Desktop * Windows Server 2008, 2012 * iOS   Reasonable understanding of Active Directory, including account creation and management  Some experience in systems administration  Applications support experience including:   * Office 2010, 2016, 365 * Zendesk   Some general administration skills. | Knowledge of other operating systems (such as Macintosh, Linux)  Knowledge of major Microsoft Server Applications, including   * SQL Server 2008 * Exchange Server 2010 |