

# 1<sup>st</sup> Line Helpdesk Support

## Job Specification

<b>Team:</b>	Systems and Business Information
<b>Line Manager:</b>	Business Systems and MI Manager
<b>Location:</b>	Sheffield
<b>Salary:</b>	£18,545 - £22,019
<b>Hours:</b>	35 hours, Monday to Friday

### Purpose and Objectives:

We seek a 1<sup>st</sup> Line Helpdesk Support advisor who will deal with the receipt, management and resolution of IT incidents and service requests at the Service Desk, relating to the IT Desktop and eWorkspace technology environment.

Tickets must be correctly catalogued, triaged and escalated according to standard operating processes and policies. This role will work across the group so the candidate must be willing to learn and provide support across a number of platforms.

### Duties and Responsibilities:

- IT Incident, Service Request and General Query call logging and ticket management from initial to resolved status, maintaining full documentation.
- Diagnose and resolve common issues and pass non-1st-line issues to 2nd Line or other appropriate resolver group.
- Take ownership of user problems and be proactive when dealing with user issues.
- Support users in the use of Computer equipment by providing necessary training and advice
- Identify re-occurring tickets and implement a permanent solution
- Prioritise tickets and escalate according to urgency and impact.
- Apply strong customer service and ownership skills to deal with customers in professional and efficient manner
- Keep customer informed of updates and manage expectation as appropriate
- To work closely with other support teams so that requests can be routed appropriately when the Service Desk is unable to find a resolution
- To carry out daily tasks according to the agreed procedure, and according to the shift rota
- To carry out User Acceptance Testing across the platforms as and when required.

**Key Relationships:**

Internal	Group Directors Heads of Managers NOCN Staff NOCN Delivery Partner personnel, where appropriate
External	Customers Suppliers

## Person Specification:

	Criteria	Essential / Desirable
<b>Knowledge and Experience</b>	Quartz and Horizon trouble shooting skills	Essential
	Knowledge of the education sector	Essential
	Understanding of Awarding Organisations	Essential
	Proven track record of an excellent phone manner and customer rapport skills	Essential
	Equality, diversity and inclusion knowledge	Essential
	Microsoft Office 365 package	Desirable
<b>Skills and Personal Attributes</b>	Excellent communicator	Essential
	Excellent IT skills including MS Office.	Essential
	Experience of working with diverse stakeholders	Desirable
	Ability to work collaboratively with other departments within the business.	Desirable
	Stakeholder management skills	Desirable
	Ability to embrace competing priorities	Essential
	Ability work well in a team	Essential
	Ability to work well independently	Essential
	Excellent planning and administration skills	Essential
	Approachable and positive personality	Essential
	Precise and exact attention to detail	Essential
	Commitment to the highest standards of quality in work	Essential
	Consistent and high level of accuracy in undertaking work tasks	Essential
	Commitment to equality, diversity and inclusion	Essential
	Open and approachable personality	Essential
	Commitment to the organisations Values of Responsive, Supportive, Honest, Ethical, Open, Innovative and Respectful	Essential
Flexibility in working hours when required	Essential	