

## Job Description

<b>Job Title:</b>	IT Helpdesk Coordinator
<b>Reports to:</b>	IT Desktop Support Supervisor
<b>Salary</b>	SUP D, Points 15-18
<b>Hours</b>	Full Time
<b>Annual Leave Entitlement</b>	22 days rising to 27 after 5 years

### Main purpose and scope of the post:

- Overseeing the efficient running of the IT Helpdesk function
- Ensuring IT staff close jobs in a timely and professional manner
- Directing and prioritising incoming support calls
- Providing a professional, friendly response to staff and students
- This is NOT an IT Technician role per se

### Main duties:

- To serve as the first point of contact for customers seeking technical assistance either by phone, by email or in person
- To prioritise and efficiently log & assign these jobs to the IT Services team
- To develop and manage the self-service aspect of the Helpdesk and to follow up with customers where they haven't provided necessary information
- To manage the Helpdesk system and identify & help develop possible improvements to our processes
- Be proactive in following up with IT Services team and ensuring calls are being closed professionally and on time
- Reporting on all aspects of the Helpdesk operation to the Desktop Supervisor and Head of IT Services
- Tracking and inventory reporting on all IT associated equipment. Logistical work will be involved during quiet periods of term
- Perform password resets on College systems where required and manage creation and deletion of user accounts
- Help update systems documentation where appropriate

### Miscellaneous

- Complying with College wide policies and procedures.
- Undertaking any other duties as may be reasonably required by the Head of IT Services.

## **NOTES:**

### **Safeguarding Children and Vulnerable Adults**

The College has a statutory and moral duty to ensure that it operates with a view to safeguarding and promoting the welfare of children and young people studying at the College. The post holder will be required to commit to the College child protection policy and promote a safe environment for children and young people learning within the College. All posts are subject to enhanced Disclosure Barring Services check, however, having a criminal record will not necessarily bar you from working with us, and this will depend on the nature of the position and the circumstances and background of your offences.

### **Equal Opportunities and Diversity**

All employees of Brighton MET are required to promote equality and diversity in all aspects of the job. Specifically, the jobholder will be required to support the College to meet the General Equality Duty under the Equality Act 2010 to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: Age, Disability, Gender Reassignment, Marriage/Civil Partnership, Pregnancy/Maternity Leave, Race, Religion or Belief, Sex, Sexual Orientation.

### **Health and Safety**

It is the responsibility of all employees to cooperate with the College management in meeting the objectives of providing a healthy and safe place of work. Therefore, all staff must carry out their work with reasonable care for the health and safety of themselves and other people. Accidents or near misses must be reported and safe working procedures must always be followed.

1. Duties will inevitably develop and change as the work of the College changes to meet the needs of our service. Employees should therefore expect periodic variations to job descriptions, the College reserves this right. This job description will be supplemented on a regular basis by individual objectives derived from College strategies.
2. Where an applicant or existing employee is, or becomes, disabled (as defined by the Equality Act 2010) and informs the College fully of their requirements, reasonable adjustments will be made to the job description wherever possible.

## Person Specification

<b>Job Title:</b>	Helpdesk Coordinator
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The following is a list of the experience, knowledge/skills and qualities, which the College requires in the post of Helpdesk Coordinator. This list is not exhaustive. It is a requirement of all our staff that they share and actively engage with the vision that the College will be exceptional.

### Experience

#### Essential

- Proven Clerical/administrative experience
- Extensive experience with Microsoft Word, Outlook and Excel
- Experience of data entry, maintaining and interrogating computer held records
- Working as part of a team

#### Desired

- Experience of Helpdesk administration

### Qualifications

#### Essential:

- Level 2 English and Maths (GCSE Grades A – C or equivalent) or proven experience in a similar role.

### Knowledge/understanding/skills/abilities

- Proven knowledge of Microsoft Office software
- Knowledge of different types of databases
- Excellent organizational abilities

### Qualities

- Good interpersonal, communication and organisational skills
- Ability to think clearly & logically
- Effective interpersonal skills and the ability to work well with people at all levels;
- Integrity and discretion when handling confidential information
- Be able to remain impartial
- Have a flexible approach to working hours
- Demonstrable experience of commitment to child protection, safeguarding and the promotion of a safe environment for children and young people to learn in

- Demonstrable commitment to the College's support and promotion of equality and diversity in all aspects of working life
- To aspire to the College's Mission and Values