

JOB DESCRIPTION: IT Helpdesk Administrator

LINE MANAGER: Network Manager

SALARY: Admin Grade 8

**JOB PURPOSE**

* To help run the IT Helpdesk system, logging requests and offering some 1st line support to users.
* To offer organisational and administrative support to the engineering staff
* Helping to create and upload technical support documentation on to the school’s VLE;
* Assist with regular tasks, such as creation of users, helping with the print management system, and the ordering of materials.

**RECRUITMENT CRITERIA**

* Excellent organisational skills, with an ability to manage and plan, and prioritise workloads
* Good interpersonal skills with excellent spoken and written English
* Ability to support both end users and fellow IT support staff
* Experience in a similar environment or business
* Ability to deal effectively with 3rd party vendors and service providers

**RECRUITMENT QUALIFICATIONS**

Good general education, with excellent written and spoken English. Technical experience and qualifications would be advantageous.

**JOB ACCOUNTABILITIES**

* Taking responsibility for the day-to-day running of the Helpdesk system as well as looking at ways it can be developed and improved
* Learning how to use the RM CC4 management console, with a view to creating and editing users, deploying software packages and resetting passwords
* Learning to use other school systems, such as the Cisco UCM telephone system, Equitrac Print Management system and BioStore biometric system.
* Monitoring the NAGIOS network monitoring tool for alerts and logging support calls where appropriate
* Assisting staff and students in the ICT suites when necessary
* Helping to maintain an accurate Inventory of all IT hardware assets purchased by BISR
* Troubleshooting all printing issues
* Liaising with 3rd parties with regard to new and ongoing projects, such as data cabling, audio visual equipment and hardware vendors when equipment needs to be repaired
* Ensuring that backups run successfully each day
* Checking Anti-virus and Anti-SPAM systems are working correctly, and logging a support call when there is a problem.

**WORK DIRECTION**

Directly accountable to Network Manager, although requests for assistance can come from any member of staff.

**DECISION MAKING AUTHORITY**

Can be self-authorising for day to day support matters, although the IT Helpdesk Administrator will be guided on which tasks to prioritise by the Network Manager. Any significant pieces of work that will have an impact on multiple users will need to be authorised by the Network Manager.

**PLANNING/ORGANISATION**

* The IT Helpdesk Administrator is responsible for logging support tickets as they come in, be it by telephone, email or the VLE
* This person needs to be able to evaluate and prioritise support calls based on their potential impact
* The role will also have some responsibility for updating and maintaining the IT Support Department’s documentation, both for internal use and that used by staff and students.

**Continued Professional Development**

* Keeping up to date with current procedures and practices through continuing professional development and the provision of technical advice and support.

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| Name of post-holder | Signed by post-holder | Date |
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| Name of line manager | Signed by line manager | Date | To be reviewed |
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