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| **JOB DESCRIPTION** |
| **SPECIFIC JOB TITLE** | IT Services Helpdesk Support Engineer – 2nd Level |
| **LEVEL/BAND** | C |
| **JOB FAMILY** | BUSINESS SUPPORT |
| **CONTRACT TYPE** | 3 year fixed term |
| **HOURS** | 37 per week |
| **REPORTS TO** | Head of IT Services |
| **DEPARTMENT** | IT Services |
| **LOCATION** | Harpenden AL5 2JQ |
| **DATE**  | August 2025 (Expected start date Sept/Oct 2025) |
| **OVERVIEW OF ROLE/JOB PURPOSE** |
| Rothamsted Research is looking for a talented, motivated and customer focused individual to join the current IT Services Helpdesk Team who can make an immediate impact and provide technical guidance and support to Institute staff across the locations. In this position you will use your current expertise to provide second-level technical support and guidance to end-users via phone, email, chat and face to face applying first time fixes wherever possible. This is a great opportunity to join a team that provides outstanding levels of technical support for the organisation and further enhance your skills within IT.**You will bring:*** Proven experience in a similar 2nd Level IT support role.
* Strong knowledge of MS Windows, Mac, iOS and Android operating systems and Microsoft 365 on a variety of devices.
* Familiarity with common software applications and troubleshooting techniques.
* Excellent communication and interpersonal skills.
* Ability to work independently and as part of a team.
* Strong problem-solving skills and attention to detail.

**Additional experience:*** Experience with ticketing systems (e.g., Halo ITSM) is a plus.
* Relevant IT certifications (e.g., CompTIA A+, ITIL) are desirable.
* Familiarity of applying cybersecurity controls such as InTune in an enterprise environment where data management and security play a key part in research.
* Any knowledge of Cyber Essentials would be beneficial.
* Dell PC hardware knowledge is desirable.
* Procurement and deployment of new desktops, laptops and mobile devices.
* IT Asset Management.

**Benefits you will receive:*** Competitive salary and benefits package.
* Opportunities for professional development and growth with a dedicated training path with the potential to gain promotion into a technical role within a dedicated field of interest that meets business requirements.
* Friendly and collaborative work environment.

On occasion, you will be involved in small to medium sized IT projects as instructed by the Head of IT Services. |
| **MAIN DUTIES OF ROLE** |
| **Generic Outputs** | **Weighting** | **Description of Outputs**  | **Description of Job Specific Outputs** |
| **BUSINESS SERVICE DELIVERY**  | 70% | Carrying out a range of clerical or administrative tasks within clear guidelines, solving basic problems, completing simple forms and paperwork, and routine record keeping | * Log, triage & resolve/close/assign/escalate user support queries raised with the Helpdesk.
* Maintain and create user IT support process/procedure documentation as required.
* Provide end-user hardware and software support (fault diagnosis/repair) for desktop PC’s, laptops, printers, mobile devices and peripherals.
* Advise staff on the purchase of new end-user IT equipment to meet their needs, obtain suitable quotes from suppliers, create orders in Unit4 ERP and then carry out any subsequent set-up and installation prior to handover such as OS installation, licence assignment and recording of IT assets.
* Update and maintain IT assets and the service catalogue within Halo ITSM .
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| **FINANCE AND RESOURCE MANAGEMENT** | 10% | Processing of invoices/ expenses and ordering of stationery and equipment | * Ensure any purchases provide good value for money and are processed in a timely manner, following up with suppliers where required.
* Ensure the loan pool stock is kept up to date and current, including maintenance of blank laptops for overseas travel.
* Ensure the IT stores are kept up to date and current.
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| **WORKING WITH OTHERS** | 15% | Responding effectively to customer enquiries, and proactively working with colleagues to achieve successful outcomes | * Ensure that all queries are dealt with in a timely manner and within the required SLA.
* Work with other team members to assist in projects and tickets as required.
* Work with scientists where required to identify possible technical solutions and innovation opportunities.
* Work with other departments (Finance, Procurement, HR) to ensure continued operational success.
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| **CONTINUING PROFESSIONAL DEVELOPMENT** | 5% | Identification of individual development needs and acquisition of practical skills  | * Continue your own learning through industry qualifications.
* Keep up to date with technical releases and market trends.
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| **PERSON SPECIFICATION AND SHORTLISTING CRITERIA\*** |
| **SPECIFIC JOB TITLE** | IT Services Helpdesk Support Engineer- 2nd Level |
| **GENERIC ROLE TITLE** | SENIOR BUSINESS ASSISTANT |
| **LEVEL/GRADE** | C |
| **JOB FAMILY** | Business Support |
| **CONTRACT TYPE** | ROTHAMSTED |
| **HOURS** | 37 |
| **REPORTS TO** | Head of IT Services |
| **DEPARTMENT** | IT Services |
| **LOCATION** | Harpenden |
| **EDUCATION/QUALIFICATIONS** | Essential | Desirable | How Tested?\*\* |
| 1. | Educated to GCSE standard (including maths and English), or equivalent  | ✓ |  | AF |
| 2. | Certificate in relevant knowledge area/skill or vocational qualification (e.g. Pitmans, NVQ 2-3, BTEC award, certificate and diploma level 2 or City & Guilds) |  | ✓ | AF |
| **EXPERIENCE/KNOWLEDGE/SKILLS** | Essential | Desirable | How Tested?\*\* |
| 1. | Approximately one or more years’ relevant experience of working in an office/ administrative role | ✓ |  | AF |
| 2. | Familiarity with the systems, processes and procedures of area of work and a good understanding of how these relate to broader work-unit/ department processes and systems | ✓ |  | AF,IV |
| 3. | Good working knowledge of a range of standard software packages (e.g. M365, inc Teams) and more specialised databases/bespoke systems where relevant | ✓ |  | AF,IV,TEST |
| **BEHAVIOURS/COMPETENCIES** | How Tested?\*\* |
| 1. | **Drive for Quality**: Is motivated and committed to doing their job to the best of their ability | AF, IV |
| 2. | **Strategic Thinking**: Aligns actions with wider goals and models | IV |
| 3. | **Creativity and Innovation**: Accepts and adapts to change; makes connections and encourages a creative environment | IV |
| 4. | **Developing Self and Others**: Identifies learning and development needs | AF,IV |
| 5. | **Professional Conduct**: Demonstrates honesty and respect | IV |
| 6. | **Productive Relationships**: Cooperates with and supports colleagues | IV |
| 7. | **Effective Communication**: Listens and communicates clearly to others | IV |