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| **JOB DESCRIPTION** |

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| **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** | 3 Year fixed term |
| **HOURS** | 37 |
| **REPORTS TO** | HEAD OF IT SERVICES |
| **DEPARTMENT** | INTELLIGENT DATA ECOSYSTEMS (IDE) |
| **LOCATION** | Harpenden |
| **DATE** | May 2024 |

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| **OVERVIEW OF ROLE/JOB PURPOSE** |
| This role is responsible for troubleshooting and resolution of IT Services Helpdesk requests and providing IT computing support to staff both on-site and remote workers across our locations. The Helpdesk support engineer provides advanced technical support to users across the institute and other members of the team and has knowledge of the latest developments regarding Windows Operating Systems, Apple iOS and Microsoft 365.  The role holder is expected to carry out the duties listed below and any other duties reasonably required by the line manager or Institute, commensurate with the grade and level of responsibility for this post.  This role will report to the Head of IT Services and is based at the Harpenden location, AL5 2JQ. Hybrid working is available to the successful applicant. |
| **MAIN DUTIES OF ROLE** |

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| **Generic Outputs** | **Weighting** | **Description of Outputs** | **Description of Job Specific Duties** |
| **BUSINESS SERVICE DELIVERY** | 70% | Working to schedules, prioritising tasks, assessing best course of action and keeping up-to-date records | * Ensure all incoming calls are actioned/resolved in the Helpdesk system and responded to within the required SLA. * Provide computing hardware and software support, * Configure PC’s, Laptops, tablets and mobiles – (Windows and Mac, Android and iOS) and be familiar with the MDM system for imaging PC’s and deployment processes. * Provide Printing support, IP telephony, 1st line Networking and Video Conferencing support. * Provide support across the Office 365 platform and approved software available in Software Center * Assist with new hardware deployments and migrations. * Ensure IT asset tracking is performed and records are created and updated accordingly. * Apply excellent organisational skills, accuracy, time management and attention to detail to all tasks undertaken. |
| **FINANCE AND RESOURCE MANAGEMENT** | 10% | Ordering of office equipment/supplies, monitoring of budgets relevant to role-holder’s area of work | * Provide hardware and software recommendations and quotes to users. * Ensure the Helpdesk has adequate parts and accessories in stock for quick fix turnaround, e.g., SSDs, webcams and headsets. * Place orders for new hardware and software and manage licensing accordingly |
| **WORKING WITH OTHERS** | 15% | Responding appropriately to work instructions, exchanging of information and supporting others | * Take responsibility and accountability for work delegated by the Head of IT Services as required. * Provide training to other team members where required. * Work with the rest of the department on large scale deployments and develop solutions where required. * Contribute positively and effectively to dept meetings. * Work independently and as part of a team |
| **CONTINUING PROFESSIONAL DEVELOPMENT** | 5% | Identification and actioning of learning objectives and the opportunities and resources available to achieve these | * Continue own learning and development to ensure you are up to date with the latest advances in the technology sector and look for areas of innovation. * Look for areas of improvement to develop skills and identify specialist training to further enhance the support service. * Able to make independent decisions and use own initiative as required. |

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| **PERSON SPECIFICATION AND SHORTLISTING CRITERIA\*** |

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| **GENERIC ROLE TITLE** | SENIOR BUSINESS ASSISTANT |
| **LEVEL/GRADE** | C |
| **JOB FAMILY** | BUSINESS SUPPORT |
| **CONTRACT TYPE** | FULL TIME |
| **HOURS** | 37 |
| **REPORTS TO** | HEAD OF IT SERVICES |
| **DEPARTMENT** | INTELLIGENT DATA ECOSYSTEMS (IDE) |
| **LOCATION** | HARPENDEN |

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| **EDUCATION/QUALIFICATIONS** | Essential | Desirable | How Tested?\*\* |

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| 1. | Educated to GCSE standard (including Maths and English), or equivalent |  |  | AF |
| 2. | Degree/HND (or equivalent) in a computing related subject |  |  | AF |

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| **EXPERIENCE/KNOWLEDGE/SKILLS** | Essential | Desirable | How Tested?\*\* |

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| 1. | Recent, relevant experience of supporting and troubleshooting computers, applications and end users in a work environment |  |  | 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. MS Word, Excel, Access, internet, email etc.) and more specialised databases/bespoke systems where relevant |  |  | AF,IV,TEST |
| 4. | Experience of packaging, scheduling and deploying images and software to PCs, preferably using MDM. |  |  | AF/IV/TEST |
| 5. | Exposure and experience of Cyber Essentials and device compliance using InTune. |  |  | AF/IV/TEST |

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| **BEHAVIOURS/COMPETENCIES** | How Tested?\*\* |

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| 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 |

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| **GENUINE OCCUPATIONAL REQUIREMENTS** | Essential | Desirable | How Tested?\*\* |