TRELOAR TRUST

**JOB DESCRIPTION**

**Post: Helpdesk Administrator**

**Location:** **Holybourne**

**Responsible to:** **Learning Resources Manager**

**Main Purpose of Job:** To provide first-line support to staff and students on the Technology Hub Helpdesk, and administrative assistance to the Technology Team. You will act as the first point of contact for the various Technology Departments and assist in the supervision and operation of the Technology Hub.

#### KEY TASKS

* Providing first line technology support, on the telephone and in person, to students and staff, and referring as appropriate.
* Resolution of minor technical or IT issues.
* Receive and log issues
* Management of Helpdesk tickets.
* Support staff and students in their use of the Tech Hub – finding relevant information and resources, accessing the PCs etc.
* Provide information and assistance in response to general enquiries.
* Maintain appropriate administrative systems e.g. records, filing, expenditure, ordering and invoices
* General administration and ordering/auditing of equipment/consumables
* Dealing with equipment returns
* Administration support for our data protection and retention requirements.

#### OTHER DUTIES

* To support the Trust in safeguarding and protecting the welfare of all students.
* To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and data protection, reporting concerns to an appropriate person.
* To maintain and develop own professional knowledge and awareness.
* To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.

This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust

August 2019

**PERSON SPECIFICATION – HELP DESK ADMINISTRATOR**

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| **MINIMUM** | **DESIRABLE** | |
| **Qualifications**   * Good general education to GCSE level |  | |
| **Knowledge and Experience**   * Previous administration experience * Good working knowledge of MS Office suite * Excellent customer service | * Helpdesk experience * Technical support experience * Awareness of GDPR | |
| **Skills and Abilities**   * Common sense * Excellent communication skills, both written and verbal. * Understand and respond to the needs of customers aiming to give an efficient and effective service at all times * Ability to multi-task and prioritise and deal with tasks appropriately. * Able to organise your own work load, and of prioritising and taking responsibility for that work * Ability to learn new systems and processes with appropriate training * Accurate with attention to detail |  | |
| **Personal Qualities**   * Must be able to work within a pressured environment with patience, calmness, and in a professional manner * A commitment to promoting and   safeguarding the welfare of students   * Must be able to work without close supervision * To be able to work as part of a team, enthusiastic to work with people as well as on own |  | |
| **Physical Requirements**   * Able to cope with the physical demands of the role |  | |
| Treloar Trust is committed  to safeguarding children, young people and vulnerable adults  All successful candidates will be subject to a DBS Check along with other relevant employment checks | |

BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT TO THE TRUST’S EQUAL OPPORTUNITIES POLICY

If you have not heard from us within 3 weeks of submitting your application, please assume that you have not been short-listed.