

IT Helpdesk Assistant



Role Description:

Reporting into the IT helpdesk Manager, you will be the first line for enquiries whether they are general or related to issues. You will be required to support and assist the IT Team and provide an excellent level of support and customer service.

Your Responsibilities:

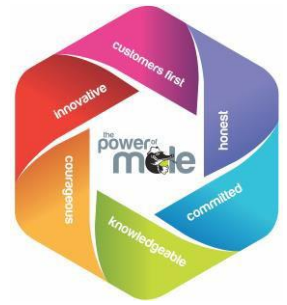
- Manage and maintain helpdesk jobs assigned by IT Helpdesk Manager.
- Once assigned issuing a target completion time to the customer, throughout the lifetime of this job ensuring that the customer is informed of progress, including keeping the job notes up to date. In the event of any extenuating circumstances leading to a change in the expected completion time this will be communicated with the customer as soon as possible.
- To assist colleagues within and outside the department to the best of your ability.
- Answer calls routed to the IT support number as swiftly as possible, in the event of urgent issues communicating this with the rest of the department followed by the rest of the business by way of the Reduced Service alert mechanism and Normal Service alert upon resolution. In the event of non-urgent issues educating colleagues of the helpdesk procedure.
- To perform and complete the daily check list and report any issues to the Head of IT / Infrastructure team.
- Work together with colleagues within the IT department to resolve issues in the most efficient manner possible.
- To raise and work with line management in your training requirements to enhance your ability to perform the role.
- Proactively reporting any potential improvements in processes or procedures to the Helpdesk Manager / Head of IT.
- To perform general office administration including filing, processing transfers and dealing with post, goods in and tidying the office and IT areas when instructed to do so.
- Report any potential security risks to the Head of IT or Helpdesk Manager as soon as possible.
- Use superuser rights only when required to do so to complete helpdesk tasks and not at any other times.
- Weekends to be worked on a rota basis, minimum of 12 per year
- Weekday working is on a rotated shift basis, current shifts are 7:45 – 16:15 and 9:30 – 18:00, which shifts swapping between the two each week. ie Week One Early Shift, Week Two Late Shift etc

Personal Specification:

Requirement
Experience:
Proven experience as a help desk technician or other customer support role
Knowledge/Skills:
Tech savvy with a good understanding of computer systems, mobile devices and other tech products
Ability to diagnose and resolve basic technical issues
Excellent communication skills
To be adaptable and flexible
Personal Attributes:
Ability to remain focused during extremely busy periods



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To build and maintain a good working relationship with colleagues and customers at all levels
To enjoy working as part of a team and be supportive to colleagues
To be self-motivated with the ability to complete routine and non-routine tasks as requested

Behaviours for the role and in line with The Power of Mole:

- **Customers First** – we are always approachable, friendly, and considerate to the needs of our customers
- **Honest** – we have an open way of working and are always respectful of one another
- **Committed** – we exist to serve and protect British agriculture and are committed to those who share our way of life
- **Knowledgeable** – we use our influential voice to create change and support our customers
- **Courageous** – we are passionate and creative people who feel confident to challenge others
- **Innovative** – we work collaboratively as a team to deliver solutions that make a difference

