REDROW

IT HELPDESK APPRENTICE

VALUING PEOPLE

ABOUT THE ROLE

The Helpdesk team works with the Technical Support and Software Support teams to deliver an efficient and cost effective IT service to the Redrow group of companies.

The responsibilities of the team include logging new and tracking existing IT incidents to conclusion using our Helpdesk database, resolving minor IT issues, answering and tackling all telephone calls into the Technical support and Helpdesk teams, supply of stock consumables, administration of user accounts, application and user security audits.

The post holder will be heavily involved with day-to-day Helpdesk activities including resolution of minor IT problems, answering and distributing telephone calls to members of the Technical support team and administration of user accounts in accordance with departmental procedures.

Responsible to: Helpdesk Supervisor

KEY RESPONSIBILITIES

1. HELPDESK

- Log IT related queries onto the Helpdesk database, providing the customer with reference and priority details.

- Prioritise Helpdesk incidents depending upon business urgency.

- Resolve problems at 1st line where possible.

- Escalate issues to 2nd line support – Technical & Software support teams.

- Keep customer informed of incident progress at regular intervals.

- Manage customer expectations.

- Review logged incidents regularly, escalating matters accordingly.

- Update Helpdesk incident information to maintain topicality at all times.

- Provide general (but limited) assistance to users in using internal systems and 3rd party supplied software packages (but not training).

2. TELEPHONY

- Answer telephone calls for Technical support and Helpdesk teams, ensuring that queries are tackled efficiently by either transferring the call to a team member or logging details on the Help Desk incident database.

3. DOCUMENTATION

- Maintain user, reference and misc. other documentation as required.

4. SECURITY

- Administer user accounts i.e. setting up, altering, revoking and removing.

- Reset and/or unlock user accounts passwords as required and in accordance with department procedures.

- Report to management breaches in security as required.

THE PERSON

What kind of person are we looking for?

- Self-motivated and driven

- Keen interest in technology and computers

- Team player as well being able to work independently

- Strong communication skills

- Attention to detail

- Willingness to learn

- Passion

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.