**ABOUT THE ROLE**

The Help Desk 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 Help Desk database, resolving minor IT issues, answering and tackling all telephone calls into the Technical support and Help Desk 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 Help Desk activities including resolution of minor IT problems, answering and distributing telephone calls to members of the Technical support team.

Responsible for: Help Desk Supervisior

Responsible to: IT Head of Department

**KEY RESPONSIBILITIES**

1. **Helpdesk**

* Log IT related queries onto the Help Desk database, providing the customer with refrence and priority details.
* Piortise Help Desk icidents depending upon business urgency.
* Resolve problems 1st line where possible.
* Keep customer informed of incident progress at regular intervals.
* Manage customer expectations.
* Update Help Desk incident information to maintain topicality at all times.

1. **Telephony**

* Answer telephone calls for Technical support and Help Desk 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

1. **Documentation**

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

1. **Security**

* 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?

THE PERSON (Essential)

* IT literate with a good understanding of Microsoft Office packages
* 5 GCSEs including Maths and English at grade 4 or above (Grade C+) or an equivalent
* Willing to learn
* Excellent verbal and written communication skills
* Ability to take on instructions
* Excellent organizational skills
* Able to work in both a teams as well as own initiative
* Able to work to tight deadlines in a pressured environment
* Willing to undertake further training, interest in technology and the ability to problem solve as well as able to provide excellent customer service.

THE PERSON (Desirable)

Previous experience of working within an office (paid or voluntary)

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.