



# JUNIOR HELPDESK ASSISTANT



## 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 and administration of user accounts in accordance with departmental procedures.

Responsible to: Helpdesk Supervisor

## KEY RESPONSIBILITIES

### 1. HELPDESK

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

## **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

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.