Falmouth Exeter Plus

JOB DESCRIPTION

Job Title: **Desktop Support Technician**

Grade: **H**

Responsible to: **Desktop Support Services Manager**

Job Purpose:

The IT Service Desk is the central point of contact for all IT related incidents and service requests. The role of the Desktop Support Technician is to provide second line support for all staff and students at Falmouth University, Falmouth Exeter Plus and University of Exeter, Cornwall Campus. The Desktop Support Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, in person (for walk-in customers) and self-service.

Main Duties and Responsibilities:

To diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications.

To assist all our users with any logged IT related incident when called upon.

To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.

To accurately record, update and document requests using the IT service desk system.

To install and configure new IT equipment.

To resolve incidents and upgrade different types of software and hardware

To resolve incidents with printers, copiers and scanners

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.

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To be a highly motivated team player with the skills and ability to manage changing priorities.

To create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.

Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.

Be willing to attend internal training as necessary to keep up to date with the latest technology and internal system processes.

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility

Person Specification:

Post Title: Desktop Support Technician

Attributes	Essential Requirements	Desirable Requirements
Education/Qualifications	Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics.	ITIL Foundation Certificate (V2) Customer Service Qualification. ECDL (or equivalent).
Experience/Knowledge	Previous experience of working in an IT support role. Working knowledge of Microsoft Windows and MAC client operating systems as well as various software packages including Microsoft Office and Adobe Creative Suite. Excellent IT skills and computer literacy. Previous Experience within a customer service role.	Experience of the following: • Microsoft System Center Configuration Manager • VMWare Virtual Desktop Infrastructure (VDI) • Encryption Software (e.g. Truecrypt, bitlocker) Previous experience of working with students or within an educational environment.
Skills/Personal Requirements	Excellent organisational skills. Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on the telephone and in writing. Ability to demonstrate	

	practical troubleshooting and problem analysis techniques. Good attention to detail and ability to show initiative. Ability to plan and prioritise work load without supervision. Ability to prioritise, manage and perform under pressure to meet SLA's. Excellent knowledge of Customer Service best practice. Willing to work flexibly and with enthusiasm.	

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