**Title** IT Service Desk Assistant

**Division** IT

**Reports to** IT Service Desk Manager

**Date** January 2019

**Job Purpose**

* Assist the IT Team to ensure that a quality Service Desk service is given to the different profit centres within the group, in order for them to utilise the company’s investment in I.T. to the maximum potential.
* To ensure daily administrative duties of the Service Desk position are completed.
* Answer the Service Desk telephone and log calls in the Service Desk software.
* The primary activity for this role is that of providing assistance in a 1st level support role through taking calls and handling the resulting incidents or Service Requests via the Service Desk system. (currently ServiceNow)
* Assist in monitoring the Service Desk system and assign calls/jobs as and when necessary
* Record all incidents/problems in the Service Desk software.
* To inform the Service Desk Manager or someone from the Management Team of any incidents and/or problems that may affect the business.
* Escalate work orders to senior members of the team if needed or call on their experience.
* Configuration of:
  + - All P.C.’s/Laptops used within the group
    - All Printers used within the group
    - Mobile Devices within the group
* Perform Administrative tasks for the IT Department as and when necessary.
* Manage Printing, restocking toner when needed, clearing print Jams etc
* Maintaining office hardware, PC, Printers, phones, mobiles etc
* Procurement of I.T. Consumables (In accordance with the corporate procurement policy)
* Support and maintain the following across all locations (currently, London, Cheltenham, Peterborough, East Grinstead, Amsterdam (Netherlands), Miami (USA)):

*Hardware*

400 + P.C.’s – Hardware / Software Issues and updates

25+ Data / Print and Mail Servers

THB Broking Systems

Networked Printers / Multifunctional Devices

Network Switches/Wiring

Remote Access

Mobile Phone Fleet

###### *Software*

Windows Server 2003, 2008 & 2012

Windows 7, 8.1 & 10

Microsoft Office 2010, 2013, 365

Microsoft Exchange 2010

Active Directory

Department Specific Systems

MS Intune

Mitel Phone system

Symantec Backup exec

**Responsibilities**

* Provide first level support to the users
* Assist the IT team in providing support to the users
* Report any incidents/issues that could affect the business to the Service Desk Manager.

##### To ensure that the support tasks within the I.T. department are carried out in a professional and timely manner.

##### Utilising the Service Desk system to effectively log the nature of support queries / manage workload and prioritise support tasks according to service levels set by the business.

##### To promote the use of computing within the THB Group, in order to make the business work more efficiently.

* Manage Printing, restocking toner when needed, clearing print Jams etc

##### Assign the work orders and work load that come into the Service Desk System.

* Ensure that all office hardware is maintained to a good working standard.

**Personal Attributes**

**Knowledge/Skills/Qualifications**

* Knowledge of MS Office 2010 & 2013
* Knowledge of Active Directory (beneficial, but not essential)
* Knowledge/background of working with computers
* Experience of working in an office (beneficial, but not essential)
* Insurance background (beneficial, but not essential)
* Demonstrate ability to work on their own
* Experienced in “hands on” maintenance of hardware (beneficial, but not essential)
* Willingness to travel to other offices

**Core Competencies – Level 1**

* Accurate Data and Management of Information
* Communicating and Influencing Skills
* Customer Focus
* Decision-Making
* Information Seeking
* Planning and Organising
* Relationship Building
* Team Working