



Job Description

Job Title:	IT Support Assistant
Department:	Information Technology
Reports to:	Andrew Hibberd, Head of IT Oliver Hewitt, IT Systems Manager
Objective:	Provide help and assistance to the business and ensure the smooth running of the IT systems
Hours:	Working hours are 7½ hours per day, between 8.30am and 5.30pm Monday to Friday, with a lunch period of one hour.
Location:	Sheffield but may require travel to other BHP offices as necessary

Key Duties and Responsibilities:

- Field incoming requests from end users via the helpdesk ticketing system, telephone and email.
- Prioritise and schedule problems in line with business requirements and relevant SLA. Escalate problems (when required) to the IT Systems Manager.
- Record, track and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Ensure that all system and PCs have the latest software updates, drivers, and patches as required.
- Assist in configuring networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.
- Assist in managing servers, including database, email, print and backup servers and their associated operating systems and software.
- Identify and learn all software and hardware used by the business.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups and configuring systems and applications.
- Perform post-resolution follow-ups to help requests. Once a week check with a selection of helpdesk calls logged that the system is still responding correctly.
- Evaluate documented resolutions and analyse trends for ways to prevent future problems. Look for repeating problems and fix those PCs likely to be affected beforehand.
- Assist in the deployment, monitoring, maintenance, development, upgrade and support of IT systems, including servers, PCs, operating systems, hardware, software and peripherals.
- Assist with the development, administration and delivery of IT training to staff
- General office administration

Person Specification:

E – essential

D – desirable

Education/Training	<ul style="list-style-type: none"> • At least 5 GCSEs grade C or above including Maths and English • Educated to A level standard (min: 2 graded) or with an equivalent relevant qualification • IT qualification e.g. A level or GNVQ in computing 	<p>E</p> <p>E</p> <p>D</p>
Experience	<ul style="list-style-type: none"> • Experience of a variety of IT packages including Windows and Microsoft Office. • Experience of Windows Network Operating Systems • Database Experience • Work experience within an office environment • Work experience within a professional organisation 	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
Skills	<ul style="list-style-type: none"> • Keyboard skills • Good telephone manner 	<p>E</p> <p>E</p>
Abilities	<ul style="list-style-type: none"> • Able to prioritise work • Able to work with minimum supervision • Good written and verbal communication skills • Full UK driving licence • Own car 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Appearance	<ul style="list-style-type: none"> • Smart 	<p>E</p>
Attitude	<ul style="list-style-type: none"> • Outgoing and confident with the ability to communicate with people at all levels in the organisation • Enthusiastic • Willing to learn and develop role • Personable 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>