Job Description – Computing & Distribution
Helpdesk Advisor

About the Role

Provide support and resolution to customer queries both internal and external. Be able to deal with changing forms of contact to include telephony, email, web chat and social media. Record all contact via The Open University CRM for analysis and review of trends. Work with other areas of the University to resolve technical queries impacting on customers and colleagues within the University. Be the conduit between the customer and non-customer facing areas.

Key responsibilities

Become owner and resolver of queries for both external and internal customers.
Offer advice on the support required when third party material is used within modules.
Identify best practise that can be shared with others.
Effectively manage queues from various feeds to include, various mail box, University CRM and web contact covering multiple skill sets.
Liaise with other service areas on new and existing service/products.
Give on-going technical support and feedback to all customers.
Support testing of new systems to help development and implementation.
Contribute towards the knowledge base, taking responsibility to update information through an agreed process.

In order to successfully diagnose complex technical queries and offer solutions you will track and record all contact using the University’s CRM.

Delivery of services as requested – correctly matching requirements and keeping to the agreed service agreement.
Contribute to continual process improvement through updating and production of user guides. This will be done covering all skill sets.
Using and updating Documentum as required in day to day tasks.

Relevant communication methods used depending on customer requirements.
Understand the role of the team and members in the team.
Collaborate effectively to ensure all tasks are completed.
Share knowledge with colleagues to support best practise.
Attend meetings and working groups as helpdesk representative adapting appropriate communication style and relevant soft skills.
Develop good working relationships with areas of the University who the helpdesk impact on and/or support.
Work as a team towards common goals. Undertake and contribute towards projects/pilots and testing as requested by your line manager or other relevant University employee. Undertake day – day admin related tasks, covering reporting and analysis providing conclusions when requested. Assist in recruitment, training and coaching of new members of the helpdesk. Attend meeting as requested, being a positive representation of the helpdesk & LTS. Take personal responsibility to develop and maintain relevant skills. Contribute towards you development and performance management.

Work closely with lead advisors and other helpdesk staff to ensure that FAQ’s, Wiki and other subject matter expertise is kept updated. Pro-actively share knowledge with colleagues via feedback, meetings and team updates. Support the production of user guidance in regard to use of software and systems supported by the helpdesk. Share information that may impact on the helpdesk with all relevant staff.

Maintain appropriate knowledge and skills. In conjunction with the helpdesk team ensure that skills are developed and maintained to support your role requirements. Take personal responsibility in having an up to date technical knowledge, and industry information.

**Education, qualifications and training**

**Essential**

Minimum GCSE standard of education including English Language and Maths or equivalent.

**Desirable**

Professional qualifications in IT or computing.

**Knowledge, work and other relevant experience**

**Essential**

Experience of working in a Helpdesk or Service Desk environment ideally providing Computing or IT support.

**Desirable**

Knowledge of distribution and dispatch processes. Experience working in higher education.
Skills, capabilities and qualities

**Essential**

Technical understanding of major operating systems, web browsers and MS Office products. Ability to fault find or provide a workaround when software fails to install or run.