

## ICT and Facilities Helpdesk Support

### JOB PURPOSE

The help desk support co-ordinates and manages requests for ICT and Facilities support through an online ticketing system.

The person is responsible for delegating tickets to the team members, communicating with the users and following up on requests and closing them efficiently.

In addition the person acts as a receptionist and first level of support in the user support centre. Additionally they will assist in the preparation of loan devices and maintaining an accurate and up-to-date asset management system.

### KEY RESPONSIBILITIES

1. ICT and Facilities helpdesk support
  - a. Delegate and follow up with ICT and Facilities tickets from all users of the school in a timely basis, prioritising accordingly.
  - b. Manage and support the use of ICT loan equipment for curriculum or administrative based work.
  - c. Liaise with ICT academic staff and offer support to meet their loan requirements.
2. Communication with all users
  - a. Handle daily enquiries and any issues from parents, learners and staff.
3. Maintain accurate logs and records
  - a. Generate statistics and reports as and when required.
  - b. Maintain an accurate record of all ICT assets.
  - c. Maintain a detailed stock record of ICT hardware and peripherals used by all users and maintained using the Asset Management System.

### RELATED EXPERIENCE

1. Basic knowledge in Information Technology and Exposure to an International environment.

### COMPETENCIES

1. Excellent verbal and written communication skills, English.
2. Ability to multitask and manage time effectively with assigned work schedule.
3. Ability to work in a team.
4. Show initiative, ability to interpret problems and a prioritise effectively
5. Ability to deal with a diverse group of users including parents, learners and staff, in a culturally sensitive way.
6. Good time management skills.
7. Manage to remain calm under pressure.
8. Good attention to detail and accurate record keeping.