Job title	Service Desk Support
Band	3
Group	Finance and Infrastructure Services - IT and Digital Services
Responsible to	Application Support Manager
Responsible for	N/A

Organisational context

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. QAA is the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements and the Frameworks for Higher Education Qualifications. Throughout the UK we are the trusted partner of governments and funding bodies. In Scotland, Wales and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists, and students and learners alike.

The Service Desk Support role within QAA's IT and Digital Services team contributes directly to the delivery of the Agency's purpose.

Role summary

Aid the wider application support team by providing 1st line support to colleagues and customers, assisting them with incidents and service requests via phone, email or, if necessary, on onsite

Main duties and responsibilities

- Log, prioritise, categorise, troubleshoot and manage all requests for assistance, keep the IT service management tool updated with all investigation and resolution activities, whilst adhering to Service Desk processes and ITIL service management principles.

- Configure, install and maintain IT hardware and software.

- Issue and handle return of IT hardware.

- Support users of standard computer equipment by providing advice on using and connecting to QAA systems, including carrying out training and inductions for new users.

- Create, modify and manage Active Directory, email and other accounts, and permissions in accordance with QAA's information security policies.

- Actively maintain the integrity of the configuration database, ensuring that all asset movements are recorded throughout its lifecycle.

- Prepare user guides, knowledge articles and procedural IT Support team documentation.

Key contacts

- Colleagues at all levels, both internal and external to QAA.

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Attributes	Criteria	* How measured
Experience	• Experience working in an IT helpdesk or Service Desk support role.	A, I
	• Working knowledge of IT system support including supporting and configuring Windows operating systems, software and hardware.	A, I
	• An understanding of using and troubleshooting Microsoft 365 and associated Microsoft Office applications.	A, I
	• Working knowledge of Teams for Telephony.	A, I
	• Experience of using and troubleshooting Microsoft Outlook within a network environment.	A, I
	• Experience of mobile telephony and mobile device management.	A, I
Qualifications and training	**Desirable** • Microsoft Certified Professional certification.	A
	• Certificate in IT Service Management (ITIL 3 or 4 foundation).	A
Knowledge, skills and abilities	• Working knowledge of Active Directory, Microsoft Admin Centre.	I
	• Demonstrable IT troubleshooting skills.	I
	• Excellent customer service skills, including face to face, written and by telephone.	I
	• Strong written and verbal communication skills with the ability to provide advice and guidance.	I
	• Excellent planning and organisation skills, and a proactive attitude towards service delivery and root cause analysis.	I
	• Ability to work effectively, both unsupervised and as part of a team.	I
	• Sensitivity and understanding of working in a customer and service-focused environment.	I
	• Ability to manage own work in a structured and methodical way.	I
	Desirable • A professional awareness of technical developments in computer hardware, software and networking.	I
	• Awareness of incident and configuration management principles.	I

Behaviours	• A willingness to work flexibly with a 'can-do' approach. • Show initiative to meet the needs of QAA. • Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence. • Ensure the image of QAA is represented in a positive, helpful and professional manner. • Highly motivated and able to work under pressure. • Confident and self-motivated. • Critical reflection and continuous improvement. • Ability to demonstrate, understand and apply our workplace values.	
Location	Flexible (providing it is within the UK) with regular travel to our Gloucester office and other national travel as required.	

*A: Application; I: Interview; E: Exercise   **Date: June 2024**