



ABINGDON

HELPDESK ADMINISTRATOR

Abingdon School is seeking to appoint a self-motivated and suitably qualified candidate for the role of Helpdesk Administrator. This is a full-time role working 08.00–16.30 Monday to Friday, all year round.

The post holder will manage the IT Helpdesk and provide 1st and 2nd line IT support to staff, pupils and parents. Other duties include managing email accounts and 3rd party platform logins; providing 3rd line support for digital signage, printers, copiers and desk phones and managing these assets across all sites and purchasing IT equipment and consumables. The post holder will also be involved in IT projects as required.

This is a busy role requiring excellent communication and organisational skills with a friendly and approachable manner. The successful candidate will be a team player with a positive 'can do' attitude and an enthusiasm for ICT. Previous experience in an IT or customer service role is an essential requirement.

Candidates must have the right to work in the UK, we are unable to offer visa sponsorship at this time. Please see the job description attached for further information.

To apply for this role please submit your CV to andy.mcgin@abingdon.org.uk.

Abingdon is committed to safeguarding the welfare of children and young people and expects all staff to share this commitment. All appointments are subject to a satisfactory enhanced DBS check.



ABINGDON

JOB DESCRIPTION

HELPDESK ADMINISTRATOR

Location: Abingdon School
Department: Information Technology (IT)
Reports to: IT Manager

THE ROLE

The post holder will manage the IT Helpdesk and provide 1st and 2nd line IT support to staff, pupils and parents. The Helpdesk Administrator will manage email accounts and 3rd party platform logins and provide 3rd line support for digital signage, printers, copiers and desk phones and also manage these assets across all sites. The post holder will purchase IT equipment and consumables and be involved in other IT projects as required.

DUTIES & RESPONSIBILITIES

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. Duties will include, but not be limited to -

- Ensure that any work or activity they undertake in relation to an IT issue or request is logged on a helpdesk ticket
- Check the ticket system hourly and ensure that all tickets have the correct client name, description and priority
- Work to resolve and clear tickets as quickly as possible or to a given deadline, contacting clients where further information or clarification is needed
- Assign tickets to other members of the IT team or engage 3rd party contractors as required
- Manage and maintain ticket system auto reply scripts and workflows
- Communicate with clients regularly until tickets are resolved and closed
- Produce half-termly Helpdesk reports for the ICT Committee
- Create or suspend staff email accounts, reassign resources and update email groups as advised by HR
- Create, suspend or delete pupil email accounts, reassign resources and update email groups as advised by Admissions
- Maintain up-to-date staff and pupil lists and groups in any 3rd party online platforms that don't support Google SSO
- Ensure that digital signage asset records are up-to-date and accurate
- Ensure that telephone extension lists and deskphone asset records are up-to-date and accurate and ensure that all desk phones are working correctly with voicemail, call forwarding, etc enabled as required
- Ensure that printer and copier asset records are up-to-date and accurate and that all printers and copiers are working correctly
- Configure printers to send low toner alerts (if supported) and manage a reasonable stock of toner and other consumables for printers and copiers
- Maintain a reasonable stock of frequently-requested items e.g. AV cables
- Place orders for IT equipment and consumables, receive and check deliveries and distribute items as required
- Deliver basic IT Induction training to new Foundation staff as required

- Create and maintain instructions, guides and self help resources in relation to IT equipment and services and make these available to all Foundation staff and pupils as required
- Work with the IT Manager on IT projects as required
- Take part in a regular cycle of appraisal and undergo training as appropriate, as directed by the IT Manager

This post will develop in response to the changing needs of the organisation and the post holder will be expected to carry out other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

In addition to the above, all staff share responsibility for achieving safe working conditions. The postholder must take care of their own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.

The postholder has a responsibility under health and safety legislation:

- To cooperate on all matters related to health and safety including the investigation of any incident.
- To use any equipment or personal protective equipment (PPE) provided for them correctly, in accordance with training and instructions. To ensure that any equipment fault or damage is reported immediately to the line manager. No member of staff should attempt to repair equipment unless trained to do so.
- To report any health and safety concerns to the line manager as soon as practicable.
- To report any accidents and injuries at work however minor.
- To be familiar with the fire safety instructions displayed on notice boards and near fire exits in the workplace.
- To read and confirm understanding of the Foundation's Health and Safety Policy.

PERSON SPECIFICATION

Factor	Essential	Desirable
1. Skills and Personal Attributes	Friendly and approachable Highly organised Good problem solving skills Good communicator Ability to work as member of a team Enthusiasm for ICT Self-motivated Positive 'Can do' Attitude	
2. Knowledge	Desktop computing Mobile devices Printing	AV equipment Digital signage PABX
3. Educational Qualifications	NVQ Level 3	
4. Professional Qualifications & Training		Relevant technical qualifications or training
5. Work Experience	Previously employed in an IT or customer service role	Previously worked in a school or academic institution
6. Safeguarding	Displays commitment to the protection and safeguarding of children and young people Values and respects the views and needs of children and young people	

TRAINING REQUIREMENTS

The following mandatory training will be provided:

- Asbestos Awareness
- Cyber Security Training
- Equality & Diversity
- Fire Awareness
- Health & Safety Induction
- Manual Handling
- Prevent Training
- Safeguarding Training (Triennial)
- Working at Height

HOURS OF WORK

This is a full-time role working 40 hours per week.

Weeks of work: All year round
Hours of work: 40 hours per week
Work pattern: 08.00 – 16.30 Monday – Friday with a 30 minute unpaid lunch break

In addition, the post holder will need to be available to work on one Saturday in October and one Saturday in January, providing IT support for Entrance Exams.

Any time worked outside of normal working hours would be taken off in lieu.

SALARY

The salary for this role is £27,665 per annum.

NOTES

Candidates must have the right to work in the UK, we are unable to offer visa sponsorship at this time.

To apply for this role, candidates should submit a full CV to Andy McGinn, IT Manager, via email andy.mcginn@abingdon.org.uk by midday on Tuesday 3 May at the latest. Early applications are encouraged and we reserve the right to appoint before the closing date.