

Job Description – IT Helpdesk Coordinator

Job Purpose

To assist the IT Manager to deliver an effective, efficient and robust IT function to support the operations of KTN Limited. Provide IT 1st line support to all of KTN staff in a professional and timely manner. Offering advice and guidance where appropriate and required.

Reporting to: IT Manager

Grade: Coordinator level 1 or 2 depending on experience.

Salary: £20,604pa - £27,301pa depending on experience.

Location: Office based at KTN London Office, Islington. (Travel to other locations may be required)

Key accountabilities

- Providing 1st line IT support, face to face and remote, in line with KTN Ltd policies and best practice.
- Providing support to the IT Manager and Operational team as required.

Job responsibilities

Asset management

- Maintain, update and help audit the IT asset management system.
- Help cross-reference all IT systems and update accordingly.

1st Line support

- Provide fast and effective 1st line support.
- Provide help, training and advice as required.
- Fully document all requests and update solutions and FAQ's via helpdesk tools.

Onboarding - Starters

- Keep track and ownership of all new starter requests.
- Setup new starters IT assets and software.
- Assist with training new starters as needed.

Leavers

- Make sure all assets are returned in a timely manner.
- Assist leavers in backing up / handing over data.
- Liaising with HR / Line manager on closing of accounts.
- Documenting and updating of all records and reassigning of any licenses.

Training

- Assist with end user training as and when required by IT Manager.

Other

- Manage workload efficiently and effectively.
- Ability to travel to other offices if required.

Experience and qualifications

- Worked in a commercial environment supporting Apple end products and services (essential).
- Mac support certification (desirable).
- Degree level education (desirable).

Competences and attributes

- Highly analytical with good problem solving skills.
- Excellent communication skills, both written and verbal.
- High level of attention to detail in keeping accurate and up to date records at all times.
- High degree of empathy to end users.
- Knowledge of printer and AV setups.
- Knowledge of basic IT concepts (DNS, DHCP etc.).
- Good knowledge of macOS and iOS (preferably through support in a commercial environment).
- Good knowledge of Google services and or Office 365.
- Knowledge/use of IT ticketing and asset management systems.
- Self-motivated and strong team player with drive to continue own development.
- Positive 'can do' attitude with flexibility to support KTNs varied user base.
- Able to operate in a fast-paced environment. to prioritise and effectively manage pressure points.