

Helpdesk Support Analyst Job Description

To provide front line helpdesk support via phone, email or fax to external customers assisting with any hardware and software problems

Personal Spec

Previous experience of telephone support in a helpdesk environment

Excellent telephone manner

Knowledge of using a call logging system

In depth knowledge of Microsoft operating systems, in particular Windows 2000/2003, experience of using and troubleshooting Outlook 2000 in a network environment including permissions, calendar sharing and delegation

Practical experience, including troubleshooting, of Microsoft Office with emphasis on MS Word, MS Excel and MS PowerPoint

Basic knowledge and understanding of PC hardware set up and configuration

MCP certification would be desirable

Duties & Responsibilities

Provide first line technical support via phone, email or fax

In line with Service Management Principles, provide a high level of customer service for all support queries

Be proactive when dealing with user issues and take ownership of user problems

Log all calls on call logging system

Respond efficiently to enquiries and effectively resolve any hardware or software problems

Maintain a log of software and hardware problems detected

Allocate complex calls to appropriate IT Support member

Organise external technical support for any problems which cannot be resolved in house

Support computer users by providing necessary training and guidance