

## **Job Description: IT Service Desk Coordinator**

**Reports to:** IT Team Leader

**Location:** Hastings (Hybrid)

**Contract:** Permanent

**Pattern:** Full Time (Shifts: 7am to 3:30pm, 8am to 4:30pm, 9:30am to 6pm)

**Salary:** £23,463

### **About the role:**

As the IT Service Desk Coordinator, you'll play a pivotal role in our team, operating remotely to deliver outstanding support to schools and the broader Ark IT community. Your focus will be on providing proactive and reactive assistance, ensuring seamless access to IT resources for all stakeholders. You'll embody a customer-centric approach, prioritising user satisfaction while adhering to defined Service Level Agreements and Key Performance Indicators. Your efforts will contribute to maintaining the continuous availability and optimal performance of IT equipment, essential for facilitating efficient operations across our network.

### **Key Responsibilities:**

- Collaborate with Onsite Support Technicians to deliver superior customer service
- Assess and categorise incoming support requests, aligning with SLAs and appropriate support teams
- Monitor support request trends, escalating when necessary
- Act as the initial point of contact for technical assistance via IT Service Management
- Perform remote troubleshooting, employing diagnostic techniques and effective questioning
- Determine optimal solutions based on customer-provided details
- Guide customers through troubleshooting processes via various communication channels
- Escalate unresolved issues to higher support levels or onsite teams
- Provide accurate information regarding IT products and services
- Follow up and update customer requests within IT Service Management
- Manage ticket assignments daily, ensuring alignment with relevant teams and members
- Mitigate SLA breaches by monitoring, escalating, and advancing tickets accordingly

# Person Specification: IT Service Desk Coordinator

## Qualifications

- MTA desirable
- Motivated to work towards an ITIL V3 qualification

## Knowledge & Skills

- Understanding of school policies and practices
- Knowledge of Data Protection Legislation
- Valuing confidentiality and discretion
- Strong dedication to providing professional IT support
- Effective communication skills across various platforms
- Successful support and management of desktops and laptops
- Remote issue resolution experience
- Administrative proficiency for Service Desk operations
- Competency in latest Windows OS and Microsoft Office
- Sensitivity in handling user issues
- Proactive approach to incident resolution and prevention
- Liaising with third-party suppliers

## Personal Qualities

- A desire to understand how technology works and how it can be used to improve productivity
- Act as a role model for high quality customer service
- Demonstrate a proactive approach in building relationships with others

## Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).*

*We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).*