

JOB DESCRIPTION	
Job Title: IT Assistant (fixed term contract)	Department: I.T. Services
Hours of work: 9am – 6pm with flexibility required at all times	Reporting to: Local IT Support Manager
<p>OBJECTIVE OF ROLE</p> <p>To provide first line helpdesk support to internal clients, assisting them with hardware and software problems.</p> <p>This job description is not exhaustive and the job holder may be required to undertake additional duties from time to time to ensure the smooth running of the department.</p>	

<p>DUTIES & RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Take ownership of user problems on software and hardware issues and be proactive when dealing with user issues, maintaining a high degree of customer service at all times. • Liaise with the user and /or I.T. local/international departments. • Ensure calls are dealt with efficiently and quickly and regularly update the Support Manager with current outstanding calls and escalate calls as necessary. • Liaise with external service providers (e.g. printers, phone/internet) • Order consumable as required (tapes, disks, etc); • Printer maintenance. • Build and maintain desktops and laptops. • Assist IT team during the migration to Windows7 OS. Possible element of training facilitation. <p>SKILLS AND ATTRIBUTES</p> <p>Essential</p> <ul style="list-style-type: none"> • Extensive working knowledge of all Microsoft Office software for training users • Basic understanding of PC hardware set-up and configuration. • Good command of English. • Excellent telephone and communication skills. • Ability to prioritise calls and recognize when calls should be re-prioritised and / or escalated. • Flexibility with responsibilities and changes to working practices as the Firm expands and develops. • Ability to work under pressure, under own initiative and manage own priorities and time • Genuine passion for IT products and technology. <p>Desirable</p> <ul style="list-style-type: none"> • Previous Helpdesk experience desirable (1-3 years exp.) • Knowledge of Windows 7 and Office 2010 would be preferable. • HTML knowledge (internet page maintenance). • Holds an ECDL license.
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